# INSTRUCTOR BRIEF USER GUIDE TO MANAGING MEDICAL OFFICE SIMULATION SOFTWARE

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# Introduction

Medical Office Simulation Software (MOSS) 2.0 is generic practice management software, realistic in its look and functionality, which helps users prepare to work with any commercial software used in medical offices today. With a friendly, highly graphical interface, MOSS allows users to learn the fundamentals of medical office software packages in an educational environment.

MOSS is a simulation of a practice management software, and we have made every effort to make it as real-world as possible. It is an educational tool and students are able to learn valuable skills that can be transferred to a real-world program.

Use MOSS 2.0 Single User Version with:

- Correa/Getting Started in the Computerized Medical Office: Fundamentals and Practice, Second Edition
- Timme, Atkinson/Medical Office Practice, Eighth Edition
- Mosay/Capstone Simulation for Coding
- Lindh et al/Comprehensive Medical Assisting: Administrative and Clinical Competencies, Fourth Edition
- Fordney et al/Administrative Medical Assisting, Fifth Edition

## Audience

This document addresses the needs of MOSS instructors.

## Objectives

The document introduces instructors to the following:

- Installing Moss 2.0 Network and Single User Version
- Getting started with the software
- Managing different accounts and data
- Reporting
- Moss 2.0 iLabs

# Installing Moss 2.0 Network Version

## System Requirements

The minimum server system requirements to install MOSS 2.0 network version are:

- Windows Server 2003 or 2008 with all applicable service packs
- Microsoft SQL Server 2005 or 2008 (SQL Server Express 2005 or 2008 is also supported)
- .NET Framework 2.0+
- MDAC 2.8 SP1+

The minimum client system requirements to install MOSS 2.0 network version are:

- Operating System: Windows XP®, Windows Vista®, Windows 7®
- 800x600 display resolution
- 50 MB free hard disk space

## Installation Instructions

Installation instructions are found on the ReadMe file included on the MOSS 2.0 Network CD-ROM.

# Installing Moss 2.0 Single User Version

## System Requirements:

Processor: minimum required by operating system; Memory: minimum required by operating system;

Operating System: Microsoft Windows XP® with Service Pack 2, Windows Vista®, Windows 7®; 75 MD free hard disk space; 800x600 monitor display; Recommended: Microsoft Access 2007 (Microsoft Access Runtime supplied on disk).

Microsoft®, Windows®, Windows XP®, Windows Vista®, and Windows 7® are trademarks of the Microsoft Corporation.

## Installation Instructions:

Here's how you install MOSS 2.0 Single User Version:

- Close all open programs and documents.
- Place the MOSS 2.0 CD into your CD-ROM drive.
- MOSS 2.0 should begin setup automatically. Follow the on-screen prompts to install MOSS and Microsoft Access Runtime:
  - Click "Next"
  - Click "I Accept" the terms of the license agreement
  - Click "Next"
  - Click the button next to "TYPICAL" as the setup type
  - Click "Install"
- If MOSS does not begin setup automatically, follow these instructions:
  - Double click on My Computer.
  - Double click the Control Panel icon.
  - Utilize the Add/Remove Programs feature (for specific instructions on how to use, please reference the User Manual for your Operating System).
  - Click the Install button, and follow the prompts as indicated in Step 3.
- When you finish installing MOSS, it will be accessible through the Start menu:
  - Start > Program > MOSS 2.0

# Getting Started

After installing MOSS 2.0, you may want to perform the following tasks before beginning to use the software on a consistent basis:

- Log in as the SuperAdmin and create Admin account(s).
  - For instructions on how to create an Admin account, refer to the section entitled Managing Admin and Instructor Accounts.
  - Note that once you have created the appropriate Admin accounts, you most likely will never need to log in as the SuperAdmin again, unless you're adding or deleting Admins.
- After creating the Admin accounts, you or the appropriate Admin users can create the appropriate Instructor accounts.
  - For instructions on how to create an Instructor account, refer to the section entitled Managing Admin and Instructor Accounts.
- In addition, Admins may choose to Create a Class, and then Assign an Instructor to that Class.
  - For instructions on how to create a Class and Assigning an Instructor to a Class, refer to the section entitled Managing Classes.

## Importing Answer Keys

**NOTE**: It is recommended that the Answer Keys are uploaded as part of the installation routine, as this function must be performed at the server level.

Importing Answer Keys allow you to utilize the Comparison Report functionality within the program. This application MUST be run on the SQL Server machine.

- Download Answer Keys from the appropriate Instructor Companion Site to the local computer. See the next topic, Downloading Answer Keys for Comparison Reports, for step-by-step instructions.
- Copy the Answer_key_Import.exe from the MOSS 2.0 Network Version CD onto a hard drive. This must be done BEFORE you run the application.
- After copying the Answer_key_Import.exe onto a hard drive, run the application.
- Select the Answer Key location by clicking on the Choose Folder button. The folder containing the answer key file MUST have full read and write privileges for the user.
- After specifying the SQL Server authentication and the location of the Answer Files, click on Import Answer Keys. Your Answer Keys will be imported into the program and will now appear in the Reporting tab of the Management Console.

## Downloading Answer Keys for Comparison Reports

Answer Key files are available for download on the Instructor Companion Site that accompanies each book:

- Getting Started in the Computerized Medical Office, Second Edition by Cindy Correa
- Medical Office Procedures, Eighth Edition by Diane Timme and Phillip Atkinson
- Coding Simulation for Coding by Stacey Mosay

To access the Instructor Companion Sites:

- Go to login.cengage.com/sso and log in with your Faculty user name and password. If you are a first time user, click on Create a New Faculty Account.
- In the field Add a Title to Your Bookshelf, type the author's last name (or book title, or ISBN) of the book you are using.
- Select the correct book and edition, and click Continue.
- Select the option to add the "Instructor and Student Companion Site Resources," and click Add to My Bookshelf.
- Once added to your Bookshelf, click on Instructor Companion Site. Under Book Resources, select Answer Key Files – Compare Reports.
- Download to a location on your local computer.

# User Account Types

MOSS 2.0 has four different user account types (Security levels), each with different access rights:

- Student
- Instructor
- Admin
- SuperAdmin

Users can edit their account by inputting their user name and password in the space provided and clicking on the **Manage My Account** button.

## Student Account

A Student user is able to edit their Student account with the exception of the Student ID and Login ID, which will be used as a unique identifier. If a student is enrolled in more than one course utilizing MOSS, he or she will need multiple Login IDs created. Each textbook includes different exercises and Answer Keys, but all utilize the same initial data set; thus, is it critical to create multiple Login IDs, so all data stays separate.

Students can make changes to their account, including changing their password, by clicking on the **Manage My Account** button on the logon screen.

Student accounts can be created by an Instructor, Admin or SuperAdmin user.

## Instructor Account

Users with an Instructor account will have many capabilities, including the ability to:

- Create classes.
- Add Student accounts individually or import Student accounts from a list.

  **NOTE**: Student accounts will not be visible to instructors on the Manage Students tab until students are assigned to a class to which that instructor is assigned.

  — If a student needs to be assigned to multiple classes or another Instructor, multiple IDs will need to be created for that student.

- Edit Student accounts.

  **NOTE**: Instructors can only edit students who are assigned to their class.

- Add students to their class.
- Deactivate Student accounts.

— Instructors do not have the ability to re-activate students (see Admin Account).

- Remove students from their class.
- View and edit information on classes for which they are the assigned instructor.
- Run reports on students or classes for which they are the assigned instructor.

Instructor accounts can be created by an Admin or SuperAdmin user. The InstructorID logon is automatically generated and is the first initial followed by last name of the instructor. In the event of multiple users with the same first and last name, the logon ID will add a number to the end of the name (i.e., JSmith, JSmith1, JSmith2, and so on).

The password is initially assigned by the Admin or SuperAdmin. Instructors can change their password or make other changes to their account by typing their user name and password and then clicking on the **Manage My Account** button on the logon screen.

## Administrator (Admin) Account

The Admin user will have all rights assigned to the Instructor level.

In addition, users with an Admin account will also have the following capabilities:

- Add Instructor accounts.
- Edit Instructor accounts.
- Delete Instructor accounts.
- Assign students to instructors.
- Re-activate Student accounts.
- Data management, including the ability to back up the database and restore a backed up database.
- Reporting, including the ability to report on all students and classes in the system.

Most day to day administration of MOSS 2.0 is handled at the Admin account level.

Admin accounts can only be created by the SuperAdmin user. The logon AdminID logon is automatically generated and is the first initial followed by last name of the administrator. In the event of multiple users with the same first and last name, the Login ID will add a number to the end of the name (i.e., JSmith, JSmith2, and so on).

The password is initially assigned by the SuperAdmin. Administrators can change their password or make other changes to their account by clicking on the Manage My Account button on the logon screen.

## SuperAdmin

The SuperAdmin account is the only account provided at the time of installation. The SuperAdmin user name and password can never be changed.

The SuperAdmin account will have rights assigned to both the Instructor and Admin levels. In addition, the SuperAdmin will have the ability to:

- Add Admin accounts.
- Edit Admin accounts.
- Delete Admin accounts.

The SuperAdmin account cannot be deleted.

# Managing Admin and Instructor Accounts

Within MOSS 2.0 you can create, edit, delete and inactivate Admin and Instructor accounts. However, only the SuperAdmin account has the ability to alter Admin accounts.

To manage an Admin or Instructor account, click on the appropriate tab (Manage Administrators or Manage Instructors) on the Management Console dashboard. In addition to adding, editing and deleting an account from the tab, you can also:

- **Search** for an account by last name
- **Show All** accounts, this button restores the default view after performing a search
- View only active accounts by deselecting the **Include Inactive** checkbox

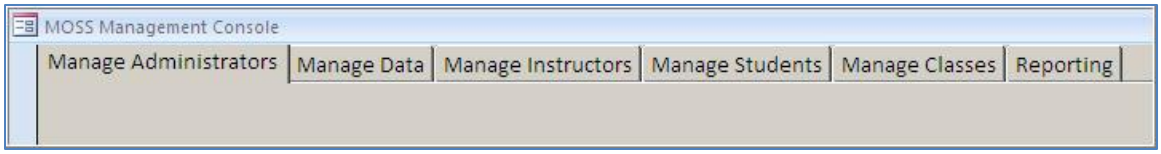
## The Management Console Dashboard

When a SuperAdmin, Admin, or Instructor user logs into the program, the user is taken to the Management Console dashboard.

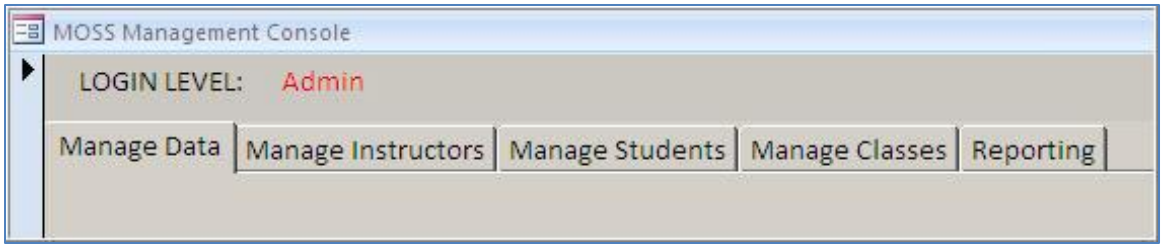
The Management Console dashboard is made up of several tabs. Each tab allows you to manage a different aspect of MOSS 2.0.

The number of tabs visible to users will depend on the Security level (account type):

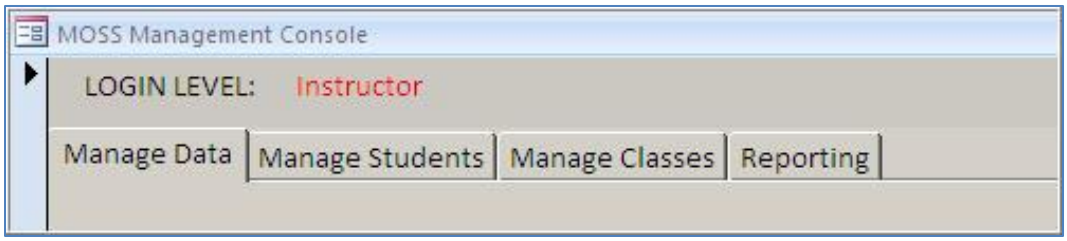
- If logging in as the SuperAdmin, you will see six (6) tabs: Manage Admins, Manage Data, Manage Instructors, Manage Students, Manage Classes, and Reporting.




- If logging in as an Admin, you will see five (5) tabs: Manage Data, Manage Instructors, Manage Students, Manage Classes, and Reporting.



- If logging in as an Instructor, you will see four (4) tabs: Manage Data, Manage Instructors, Manage Students, Manage Classes, and Reporting.




Student accounts do not provide access to the Management Console. When entering their name and password on the logon screen, students are taken directly into the MOSS 2.0 program.

## Add Admin or Instructor Accounts

After clicking on the **Add** button, you can create an Admin or Instructor account by completing the request information shown on the screen and clicking **Save**. Information requested includes:

- First name
- Last name
- Middle initial (MI) – this field is not required but can help to differentiate users with the same first and last names
- Password and re-enter password
- Active – de-selecting this checkbox will make the account inactive and prevent the user from accessing MOSS
- Notes field – allows you to enter any notes regarding the account that you may wish to retain

A logon ID will automatically be created for the user. The logon ID is the user's first initial followed by their last name. In the event of multiple users with the same first and last name, the logon ID will add a number to the end of the name (i.e., JSmith, JSmith1, JSmith2, and so on).

A unique account should be created for each Admin or Instructor working in MOSS; users should not share accounts.

## Edit Admin or Instructor Accounts

To edit an Account, highlight the desired account and click the Edit button. The user information for that account will appear on screen. You can edit the following information:

- First name
- Last name
- Middle initial (MI) – not required
- Password and re-enter password
- Active – de-selecting this checkbox will make the account inactive and prevent the user from accessing MOSS
- Notes field – allows you to enter any notes regarding the account that you may wish to retain (not required)

You cannot change a user's Login ID or Security level (account type). Click **Save** to save your changes.

**NOTE:** If an Admin or Instructor forgets his/her password, the password can be reset by using the **Edit** button.

## Delete Admin and Instructor Accounts

To delete an Account, highlight the desired account and click the **Delete** button. A confirm window will appear on screen. Click **Yes** to delete the account.

# Managing Student Accounts

Within MOSS 2.0 you can create, edit, delete and inactivate individual Student accounts. In addition, you can also import multiple students into the system. When creating multiple student accounts for a class, it is recommended that the Import Student List feature is utilized. Refer to the Import Student Lists topic for information on how to perform this task.

To manage Student accounts, click on the **Manage Students** tab on the Management Console dashboard. In addition to adding, editing and deleting an account from the tab, you can also:

- Filter students by class
- Filter students by instructor
- Search for an account by last name
- Show All accounts, this button restores the default view after filtering the view or performing a search
- View only active accounts by deselecting the Include Inactive checkbox

**NOTE:** At the Instructor Security level, student names will not appear on the Manage Students tab until students are assigned to the instructor's Class. At the Admin and SuperAdmin Security levels, all student names in the database are present on the Manage Students tab at all times.

**NOTE:** If a student needs to be assigned to multiple classes, the student will need a unique logon ID for each class; that is, the student will need to be set up twice in the database, with two logon IDs.

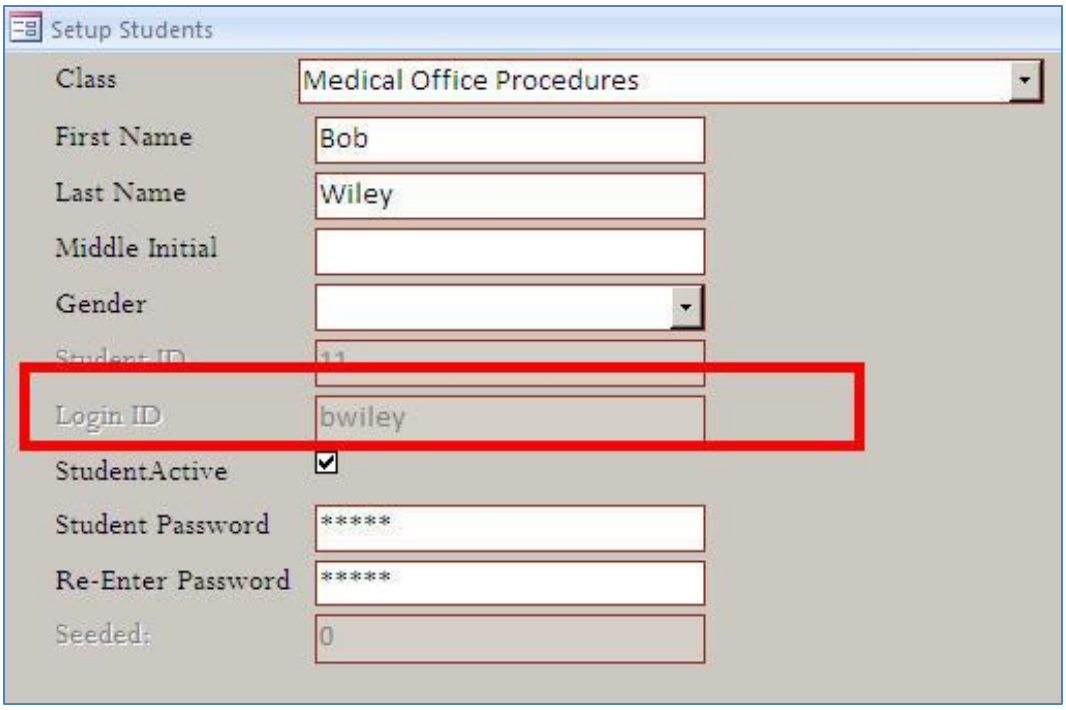
## Add Individual Student Accounts

After clicking on the **Add Student** button, you can create a single student account by completing the request information shown on the screen. Information requested includes:

- Class – select the class for which the student is enrolled from the dropdown menu (not required for initial student account creation, but strongly suggested)
- First name
- Last name
- Middle initial – this field is not required but can help to differentiate users with the same first and last names
- Gender – this field is not required but can help to differentiate users with the same first and last names
- Active – de-selecting this checkbox will make the student inactive and prevent the user from accessing MOSS

- Password – the default student password is moss1; the password can be reset, if desired

A Login ID will automatically be created for the user. The logon ID is the user's first initial followed by their last name. In the event of multiple users with the same first and last name, the Login ID will add a number to the end of the name (i.e., JSmith, JSmith1, JSmith2, and so on).




Click **Save Record** to create the account. Click **OK** to import the initial data set and click **OK** again when the process is complete. Once complete, the number -1 will appear in the grayed-out Seeded field.

If a student needs to be assigned to multiple classes, the student will need a unique Login ID for each class; that is, the student will need to be set up multiple times in the database. For example, if Michael Brown is in the Computers in the Medical Office course in the morning, he would use Login ID "mbrown" for that class only. For his afternoon course, Medical Office Procedures, he would use Login ID "mbrown2." That way, the data and activities for each class stay separate.

**NOTE**: At the Instructor Security level, student names will not appear on the Manage Students tab until students are assigned to the instructor's Class. At the Admin and SuperAdmin Security levels, all student names in the database are present on the Manage Students tab at all times.

## Edit Student Accounts

To edit an Account, highlight the desired account and click the **Edit Student** button. The user information for that account will appear on screen. You can edit the following information:

- Class – change the class for which the student is enrolled from the drop down menu
- First name
- Last name
- Middle initial – not required
- Gender – not required
- Active – de-selecting this checkbox will make the account inactive and prevent the user from accessing MOSS
- Password and re-enter password

You cannot change a user's Login ID. Click **Save** to save your changes.

**NOTE:** If a student forgets his/her password, an Admin or Instructor can use the **Edit Student** button to reset the password.

## Delete Student Accounts

To delete an Account, highlight the desired account and click the **Delete Student** button. A confirm window will appear on screen. Click **Yes** to delete the account.

## Import Student Lists

The **Import Student** button will allow you to quickly import multiple students into MOSS 2.0. To import students, you must first create a simple CSV file containing the student data to be imported. The CSV file should only contain four fields:

- First Name
- Last Name
- User Name (this will become the user's Login ID)
- Password

An example file format is provided below:

| First Name | Last Name | User Name | Password |
|---|---|---|---|
| Monica | Prime | mprime | moss1 |
| Robert | Allison | rallison | moss1 |
| Greg | Alto | galto | moss1 |
| Amelia | Fortunato | afortunato | moss1 |

When determining the user name (user's Login ID), it is strongly recommended to use the student's first initial and last name as shown in the example above. The user name you create will become the student's Login ID, which cannot be changed once assigned. If you have two students in the system with the same first initial and last name, it is recommended that you use the first two letters of the user's first name or the user's first name and middle initial when creating the user's Login ID.

**NOTE**: "StudentX" should not be used as a User Name (such as Student1, Student2, etc).

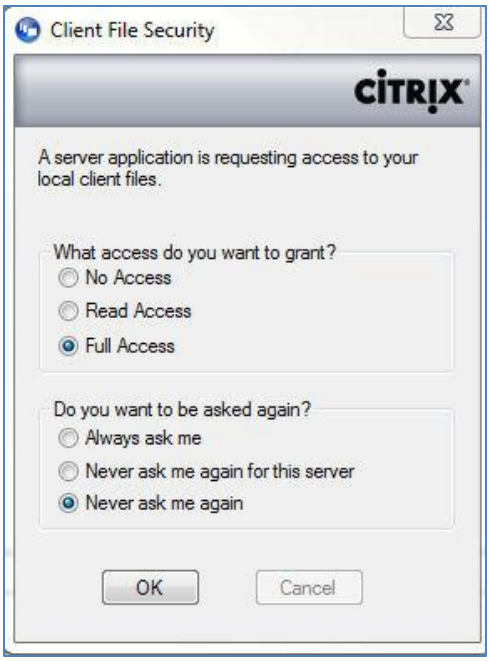
The password is case sensitive. It is recommended that you use the default password for students (moss1) when assigning passwords using a CSV file.

After clicking on the **Import Students** button a File Open dialog box will appear with the file type set to CSV. Navigate to the CSV file you wish to import and select **Open**. When the import is complete click on the **OK** button and your student list will appear in the *Manage Students* tab.

Once students have been imported into MOSS 2.0, it is recommended that each student is assigned to a class. Assigning students to a class allows reporting on groups of students more easily. Refer to the Managing Classes: Assign Students to a Class topic for information on how to perform this task.

## Import Student Lists in a Citrix Environment

If you are working in a Citrix environment, follow the same instructions as above. During the student import process, you may see the following dialog box:




In order for MOSS to access the CSV file on your computer and import students into the program, it is important that the responses to the two questions asked are as follows:

- "What access do you want to grant?" Users should select **Full Access**
- "Do you want to be asked again?" Users should select **Never ask me again**

## Import Student Lists and Loading the Initial Data Set

When Student accounts are created using the Import Student List feature, the initial data set must be loaded by the student the first time the program is accessed.

The student should follow these steps:

- On the Logon screen, select:
  - Login Level: Student
  - Name: (enter student's User Name)
  - Password: moss1
- Click Manage My Account.
- On the *Setup Students* screen, click **Save Record**

- Click **OK** to import the initial data set
- Click **OK** when the process is complete. Once complete, the number -1 will appear in the grayed-out Seeded field
- Back on the *Logon* screen, click **OK** to enter the program

## Disseminating Student IDs

To make disseminating Student Login IDs as easy as possible, we recommend you make available one paper copy of the CSV file used to import the student list into MOSS 2.0 to students on the first day of class. Ask the students to record their user information and keep the information in a safe place.

You may also want to inform them to log on to MOSS to change their password from the default. Students can make changes to their account by clicking on the **Manage My Account** button on the logon screen.

**NOTE:** If a student forgets his/her password, an Admin or Instructor can use the **Edit Student** button to reset the password.

# Managing Classes

Within MOSS 2.0 you can add, edit, delete and inactivate Classes.

To manage classes, click on the **Manage Classes** tab on the Management Console dashboard. If you have an:

- Instructor account, you will only see Class Names for which you are the Assigned Instructor
- Admin and SuperAdmin account, you can:
  - Filter by instructor
  - Show All accounts, this button restores the default view after filtering the view

## Add Class

After clicking on the **Add Class** button, you can create a class by completing the request information shown on the screen. Information includes:

- Class – type in the name of the class you wish to create
- Class PW – class password (not required)
- Class Active – de-selecting this checkbox will change the class from active to inactive
- Instructor – select the instructor's name from the drop down list you wish to assign to this class

For information on how to assign students to a class, refer to the Managing Classes: Assign Students to a Class topic.

Click **Save** to create the class.

## Edit Class

After clicking on the **Edit Class** button, you can make changes to an existing class by completing the information shown on the screen. Information includes:

- Class – type in the new name of the class
- Class PW – class password (not required)
- Class Active – de-selecting this checkbox will change the class from active to inactive
- Instructor – select the instructor's name from the drop down list you wish to assign to this class

For information on how to assign students to a class, refer to the Managing Classes: Assign Students to a Class.

Click **Save** to create the class.

## Delete Class

To delete a class, highlight the desired class and click the **Delete Class** button. A confirm window will appear on screen. Click **Yes** to delete the account.

**NOTE**: Deleting a class will also "Unassign" all students currently assigned to that class.

## Assign Students to a Class

The concept of class is a grouping of students for convenience. It allows you to report on groups of students more easily.

Admins or Instructors can assign multiple students to a class quickly and easily, by clicking on the **Edit Class** button. You can also assign students to a class when creating a new class or when creating a new individual student account.

To assign students to an existing class:

- Highlight the class name from the **Manage Classes** tab
- Click on the **Edit Class** button
- Highlight a student from the Unassigned Student list and click the **Add to Class** button. The student should appear in the Students in this Class list.

If a student needs to be assigned to multiple classes, the student will need a unique Login ID for each class; that is, the student will need to be set up multiple times in the database. For example, if Michael Brown is in the Computers in the Medical Office course in the morning, he would use Login ID "mbrown" for that class only. For his afternoon course, Medical Office Procedures, he would use Login ID "mbrown2." That way, the data and activities for each class stay separate.

To search for a student, type the student's last name into the search box and click **Search**. To restore the default view click **View All**.

To remove students from a class, highlight a student from the Students in Class list and click on **Remove from Class** button. The student should then appear in the Unassigned Student list.

**NOTE:** At the Instructor Security level, until students are assigned to that instructor's class, student names will not appear on the Manage Students tab. At the Admin and SuperAdmin Security levels, all student names in the database are present on the Manage Students tab at all times.

# Managing Data

There are three capabilities related to managing data:

- File Maintenance
- Backup
- Restore

Admin and SuperAdmin users will see all three of these options on the Manage Data tab. For Instructor users, only File Maintenance will be visible.

## File Maintenance

The File Maintenance function allows you to add to the core data that is loaded in the system when MOSS 2.0 is installed. Do not change the data already existing in the program, as that may negatively impact other program users.

To make changes to the core data:

- Click on **File Maintenance** from the *Manage Data* tab of MOSS. A list of all the data categories that can be changed will appear.
- Select the category you wish to update by clicking on the name.
- Update the desired information by placing your mouse in the data field and making any changes.
- Click **Save** to save your changes. A confirmation box will appear. Click **OK**.
- Click **Close** to return to the *File Maintenance* menu.

## Backup

The Backup function allows you to create a reserve copy of all the data files in MOSS to protect against a system failure. Only Admin and SuperAdmin users are able to perform a backup.

To create a backup file:

- Click on **Backup** from the *Manage Data* tab of MOSS.
- A window will appear requesting a name for the backup file. It is recommended to use a file name of moss_backup_xxxxxx. With the "x" representing the current month, date and last two digits of the current year.
- Click **OK** to create the backup file.
- Once the backup file has been created, you will receive a confirmation screen. Click **OK** to complete the backup process.

## Restore

The Restore function allows you to restore the MOSS database to a previous point in time. Only Admin and SuperAdmin users are able to restore the database.

**IMPORTANT**: All MOSS users must be logged off of the system in order to perform a restore.

To restore a previous database:

- Click on **Restore** from the *Manage Data* tab of MOSS.
- Click **YES** when prompted to restore an old MOSS database backup.
- You will be asked to choose a specific backup file from a list of available backup files. Highlight the file you wish to restore and click **Restore**.
- You must enter your SuperAdmin password (your SA password for SQL Server) to complete the process.
- After entering the password a message will appear confirming that all other users are off of the server. Click **OK** to continue. If users are connected to the database, it will close their connection and they will lose any work in progress.
- When backup is complete, a confirmation message will appear. Click **OK** to continue.

# Reporting

From the Reporting tab in MOSS, you can report on Students or classes. There are two different types of reports available in MOSS:

- Student Tracking Report
- Comparison Report

## Student Tracking Report

The Student Tracking Report provides you with the time each student spends in the program, delineated by module (i.e., Patient Registration, Procedure Posting, etc). You can report on an individual student or an entire class.

To run a Student Tracking report:

- Click on the Reporting tab
- Select the desired report type:
  - Student Reporting (reports on an individual student)
  - Class Reporting (reports on all students assigned to a specific class)
- Select the Student or Class (depending on the report type you selected in step 2) from the drop down menu.
- Click **Student Tracking**. A PDF report will be created with the desired information.

The Student Tracking report contains the following information for each Student included in the report:

- Student number – StudentID
- First name – student's first name
- Last name – student's last name
- Module name – name of module completed
- Duration – amount of time spent in module
- Date – last date student accessed the module
- Class – class in which student is assigned

## Comparison Report

The Comparison Report compares the student's entries in the program against specific Answer Keys. The report is designed to be a tool for instructors to help gauge student progress and proficiency in the program; it does not grade the student's answers. The report only provides details on student answers that do not match the answers provided in the Answer Key.

The Comparison Report identifies two types of issues: "Missing entries" and "Bad entries." Missing entries indicate an item that was not keyed into the program by the student. Bad entries indicate an item that does not match the answer provided in the Answer Key. While the intent of these entries is to show typographic errors, items that are marked Bad entries do not necessarily indicate incorrect answers. For example, if the student types "St." and the master answer is "Street," this entry would appear on the Comparison Report, indicating a discrepancy; however, the answer is not incorrect. A best practice to avoid these types of Bad entries would be for students to enter information exactly as it appears in the book, without abbreviation, unless shown in the book.

To run a Comparison Report:

- Click on the Reporting tab
- Select the desired report type:
  - Student Reporting (reports on an individual student)
  - Class Reporting (reports on all students assigned to a specific class)
- Select the Student or Class (depending on the report type you selected in step 2) from the drop down menu.
- Select the Answer Key to which you would like to compare the answers a student or class (as selected it step 3) provided.
- Click **Run Comparison Report**. A PDF report will be created with the desired information.

The following information is provided on the report for each Student included in the report:

- Patient – case study patient name
- Identifier – identifies the part of the program where the issue occurs
  - Patient: Patient Information tab within Patient Registration
  - Insurance: Insurance tab within Patient Registration
  - Guarantor: Guarantor tab within Patient Registration
  - Visit/Appointment: Appointment Schedule
  - Notes: Notes section within the Patient Ledger
  - Claim: Procedure Posting and Insurance Billing
- Problem – identifies the issues as an omission or keystroke discrepancy
  - Bad Entry: keystroke discrepancy (the student entry is different than the answer key)
  - Missing Entry: the student did not type anything into the field
- Field – specific field within the module where problem is reported
- User Answer – answer the user input
- Master Answer – answer provided in the Answer Key

## Using Multiple MOSS-Associated Textbooks Concurrently

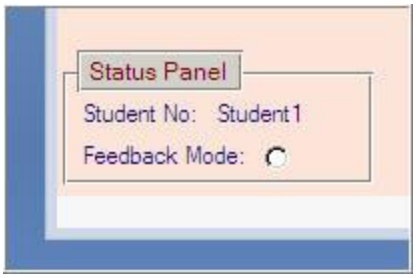
MOSS 2.0 Network Version is associated with a number of different textbooks, including:

- Getting Started in the Computerized Medical Office, Second Edition by Cindy Correa
- Medical Office Procedures, Eighth Edition by Diane Timme and Phillip Atkinson
- Coding Simulation for Coding by Stacey Mosay

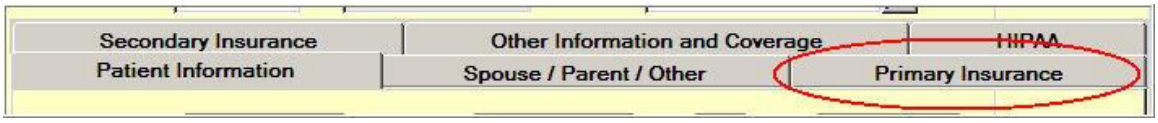
Each textbook includes different exercises and Answer Keys, but all utilize the same initial data set. In the event that an individual student may be enrolled in more than one course that uses MOSS, it is important to create unique Login IDs, ensuring the integrity of data entered into the program..

If a student needs to be assigned to multiple classes, the student will need a unique Login ID for each class; that is, the student will need to be set up multiple times in the database. For example, if Michael Brown is in the Computers in the Medical Office course in the morning, he would use Login ID "mbrown" for that class only. For his afternoon course, Medical Office Procedures, he would use Login ID "mbrown2." That way, the data and activities for each class stay separate.

## Navigating Medical Office Simulation Software

| Logging In to MOSS 2.0 (single user): | |
|---|---|
| 1. | Double click the MOSS icon on your desktop or select MOSS 2.0 from the Start menu. |
| 2. | At the logon screen, click **OK**. (User name and password are autopopulated.) |
| 3. | You are now on the Main Menu screen of MOSS. You will see 10 buttons in the middle of the screen. These buttons allow you to navigate to the various areas of the program. |
| 4. | *Very important:* On the bottom left side of the screen, you will see a "Status Panel" area. Make sure that the radio button next to Feedback Mode is not filled in. If it is, just click on the circle to de-select it. Before proceeding to the walk-through, it should look like this:<br>  <br> |

| Logging In to MOSS 2.0 (network): | |
|---|---|
| 1. | Double click the MOSS icon on your desktop or select MOSS 2.0 from the Start menu. |
| 2. | At the logon screen, enter your user name and password and click **OK**.<br><br>Note: User names and passwords are set up by Instructors or Administrators of the program. For more information, please refer to the document, MOSS Network Version Help (How to Use Documentation). |
| 3. | You are now on the Main Menu screen of MOSS. You will see 10 buttons in the middle of the screen. These buttons allow you to navigate to the various areas of the program. |

| Registering a New Patient: | |
|---|---|
| 1. | At the Main Menu, click **Patient Registration**. |
| 2. | You will receive a search prompt. Click **Add**, since you are adding a new patient. |
| 3. | Using Your Name (or your pet's name, or any fictitious name of your choosing), fill in the following fields with made-up information. We will refer to this as "Your Patient" in the remainder of this walkthrough.<br>• Last Name<br>• First Name<br>• SSN<br>• Gender<br>• Date of birth<br>• Address<br>• City<br>• State<br>• Zip code<br>• Home phone<br>• Employment status: Use the drop-down and select "Employed"<br>• Employment/School: Type "Cengage Learning" |
| 4. | Click **Save**. |
| 5. | You have been working in the "Patient Information" tab. Now we will enter Insurance information. Click on the "Primary Insurance" tab.<br>  |
| 6. | Click on the magnifying glass to the right of Field 1, Insurance Plan. |
| 7. | Highlight "Flexihealth PPO In-Network" and click **Select**. |
| 8. | In Field 2, click the radio button to the left of **Self**. Note that when you do this, several fields of the "Policyholder Information" section below are autopopulated with your entries in the Patient Information screen. |

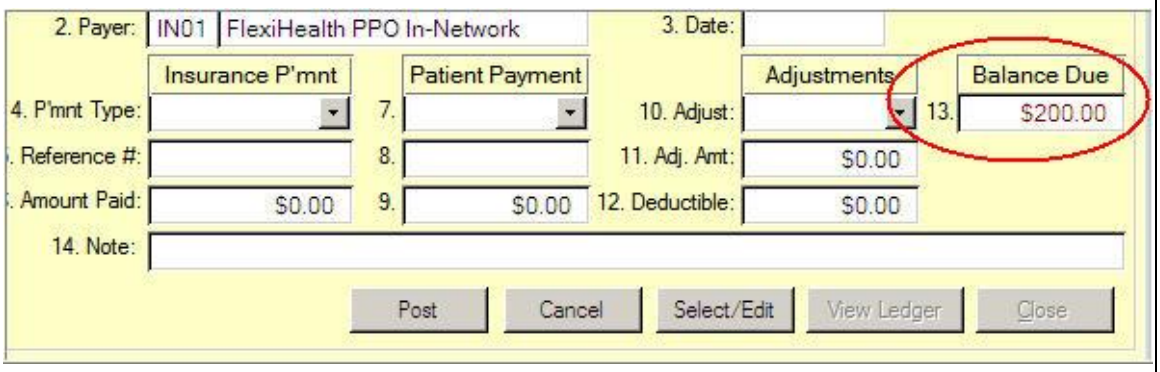
| | |
|---|---|
| 9. | Fill out the following additional fields:<br>• ID Number: 12345678<br>• Group Number: CEN01<br>• Office copay: $20.00<br>• Accept assignment: YES<br>• Signature on file: YES<br>• In-Network/PAR: YES |
| 10. | Click **Save**. |
| 11. | Click **Close** until you return to the Main Menu. |

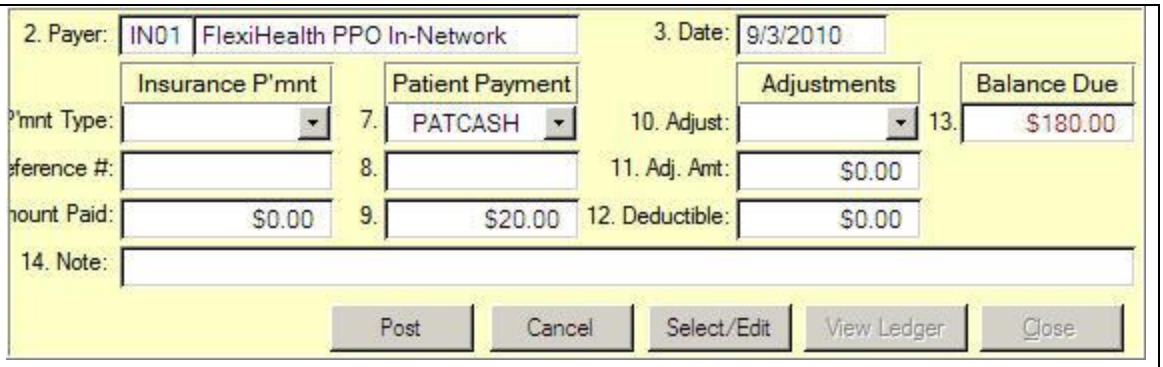
| Verifying Insurance Eligibility | |
|---|---|
| 1. | At the Main Menu, click **Online Eligibility**. |
| 2. | You will receive a search prompt. Type the first few letters of Your Patient's last name and press Enter on your keyboard. |
| 3. | Highlight your name in the patient list and click the **Select** button. |
| 4. | Click the **Send to Payer** button. (The program simulates sending the information.) |
| 5. | Click the **View** button. This generates a report that can be saved or printed. |
| 6. | Click **Close** to return to the Main Menu. |

| Scheduling an Appointment: | |
|---|---|
| 1. | At the Main Menu, click on Appointment Scheduling. |

| | |
|---|---|
| 2. | On the top right side of the screen, you will see a calendar. Just beneath the calendar, in the field that says "GO TO:" type today's date (mm/dd/yyyy). Press **Enter** on your keyboard. |
| 3. | In the column under "Heath," double click in the cell next to 10:00 AM. |
| 4. | You will receive a search prompt. Type the first few letters of Your Patient's last name and press Enter on your keyboard. |
| 5. | Highlight your name in the patient list and click the **Add** button, since you are adding an appointment to the schedule. |
| 6. | The Patient Appointment Form screen will appear. Populate this screen with the following information:<br>• Physician: click on the magnifying class and select Heath<br>• Duration: choose 45 minutes from the drop-down<br>• Reason: choose New Patient Visit from the drop-down |
| 7. | Click the **Save Appointment** button. |
| 8. | Click **OK** through the confirming prompt, and then click **Close** on the Patient Appointment Form screen. Your appointment is now posted on the Practice Schedule. |
| 9. | Click **Close** to return to the Main Menu. |

| Posting a Procedure and Copayment | |
|---|---|
| 1. | At the Main Menu, click **Procedure Posting**. |
| 2. | You will receive a search prompt. Type the first few letters of Your Patient's last name and press Enter on your keyboard. |
| 3. | Highlight your name in the patient list and click the **Add** button, since you are adding a procedure to the patient's account. |
| 4. | The Procedure Posting screen will open. At the top of the screen, enter the following information: |

| | |
|---|---|
| | • Ref Number: 123<br>• POS: choose "11 Office" from the drop-down<br>• From (date): today's date<br>• To (date): leave blank, only used for hospital/multiple day services<br>• CPT code: 99203 (note that when you do this, the Charges field is autopopulated)<br>• Diagnostic Codes, a: V70.0<br>• Diagnostic Codes, b-d: leave blank |
| 5. | Click the **Post** button (at the bottom left side of the screen). |
| 6. | Click the **Post Payment** button to post the co-payment. |
| 7. | The Posting Payments screen opens. This is where it gets a little tricky, but you can do it! |
| 8. | At the top of the screen, in the Procedure Charge History, you will see a row that lists the procedure/charge you just posted. HIGHLIGHT that row. Now click the **Select/Edit** button at the bottom of the screen. *(This allows you to apply the payment to that procedure/charge.)* |
| 9. | If you have done this correctly, the **Balance Due** field should read $200.00. If it doesn't, do not proceed. Go back to Step 8.<br>  |
| 10. | Now fill in the following fields:<br>• #3 Date: today's date<br>• Patient Payment #7: choose PATCASH from the drop-down<br>• Patient Payment #8: leave blank<br>• Patient Payment #9: $20.00<br><br>Note that when you enter $20.00, the Balance Due field updates to $180.00 |

| | |
|---|---|
| |  |
| 11. | Click the **Post** button. |
| 12. | Click **Close** until you return to the Main Menu. |

| Generating an Insurance Claim | |
|---|---|
| 1. | At the Main Menu, click on **Insurance Billing**. |
| 2. | The Claim Preparation screen appears. Fill in the following information:<br>• Sort order: choose Patient Name from the drop-down<br>• Provider: choose Dr. Heath<br>• Service dates: type today's date as both "from" and "through" dates<br>• Patient name: choose (All) from the drop-down<br>• Payer: Click on (All) |
| 3. | Click **Prebilling Worksheet**. This should generate a document with your procedure on it. This document can be printed. |
| 4. | Click on the X to close the worksheet. (Only close the worksheet—not the entire program.) |
| 5. | Back on the Claim Preparation screen, click **Generate Claims**. |
| 6. | You should see a health insurance claim form with your information populated. Click on **Transmit EMC**. |

| | |
|---|---|
| 7. | Click the **View** button. This generates a Claim Submission Report that can be printed. Click on the X to exit out of the form. |
| 8. | Click **Close** to return to the Main Menu. |

| Claims Tracking/Generating an Electronic EOB | |
|---|---|
| 1. | At the Main Menu, click **Claims Tracking**. |
| 2. | A Payer prompt will appear. Click on **Flexihealth PPO In-Network**. |
| 3. | Enter a Start Date of today's date (mm/dd/yyyy). Click **OK**. |
| 4. | Enter an End Date of today's date (mm/dd/yyyy). Click **OK**. |
| 5. | This generates a Provider Payment Advice that can be printed. Instructors/students can use this Provider Payment Advice to them post simulated "payments" from an insurance company. Click on the X to exit out of the form. |
| 6. | Click on the X on the payer screen to return to the Main Menu. |

| Generating Patient Statements | |
|---|---|
| 1. | At the Main Menu, click on **Patient Billing**. |
| 2. | A Patient Billing screen will appear. Enter the following information:<br>• Remainder Statement: select the radio button next to this option<br>• Provider: Dr. Heath<br>• Service dates: Enter today's date in the From and Through fields<br>• Patient name: select (All) from the drop-down |
| 3. | Click the **Process** button. |

| | |
|---|---|
| 4. | This generates a Remainder Statement that can be printed. Click on the X to exit out of the form. |
| 5. | Click **Close** on the Patient Billing screen. At this point, the Main Menu may be minimized on the bottom of your screen. Click to maximize it. |

# How to Use Medical Office Simulation Software (MOSS) 2.0, Single User Version with iLabs

## Technical Support

For technical support, navigate to http://support.cengage.com to create a case and receive contact options.

Phone Hours of Operation: Monday-Thursday 8:30am to 9:00pm EST; Friday 8:30am to 6:00pm EST; Chat and Webform Hours of Operating: 24/7

## Getting Started with iLabs

- Visit www.cengage.com/medicaloffice http://ilabs.eccouncil.org
- New Users: Are you a new user? Create an Account to register your access code and get started.
- Existing Users: Already have an account with Cengage Learning iLabs? Simply log into your existing account to register a new access code or begin a new session.
- Once logged in, select the link to “Redeem Training Key”.
- Enter the access code provided and select “Redeem Training Key”.
- Follow the online prompts to launch iLabs.
- Double click on the MOSS icon to launch MOSS.

## Getting Started with MOSS 2.0 Single User Version

Login URL: http://www.cengage.com/medicaloffice

**New Users**

Click on **Create an Account** and complete required registration information, and click to "Save".

**Existing Users**

Already have an account with Cengage Learning iLabs? Simply log into your existing account to register a new Training Key, or to begin a new session.

- Once logged in, select the link to "Redeem Access Code".
- Enter the access code provided and select "Redeem Access Code".
- Follow the online prompts to launch iLabs.

**NOTE:** Record your user name and password in a safe place for future reference

**Navigating within the Program**

The Main Menu screen orients you to the general functions of most practice management software programs and includes buttons that provide access to specific areas. Clicking on a specific button will allow you to work in that area of the program. Alternatively, there is an icon bar along the top left to quickly access the areas of the software, or the user may choose to navigate the software by using the pull-down menus below the software title bar.

Program areas:

- Patient Registration: allows you to input information about each patient in the practice, including demographic, HIPAA, and medical insurance information. From the Main Menu screen, click on the Patient Registration button to search for a patient, or to add a new patient, using the command buttons along the bottom of the patient selection dialog box.
- Appointment Scheduling: allows you to make appointments and also cancel, reschedule, and search for appointments. MOSS allows for block scheduling, as well as several print features including appointment cards and daily schedules.
- Procedure Posting: allows you to apply patient fees for services. When procedures are input into the procedure posting system, the software assigns the fee to be charged according to the fee schedule for the patient's insurance.
- Insurance Billing: allows you to prepare claims to be sent to insurance companies for the medical office to receive payment for services provided. You can generate and print a paper claim or simulate sending the claim electronically.

- Claims Tracking: simulates receiving an electronic explanation of benefits (EOB) or remittance advice (RA) from an insurance carrier.
- Posting Payments: allows you to input payments received by the practice from patients or insurance companies, as well as enter adjustments to the account.
- Patient Billing: allows you to generate a bill to be sent directly to the patient to collect any outstanding balances.
- File Maintenance: this is a utility area of the program that contains common information used by various systems within the software. In this area, you can create and restore Backup Files, change your password, turn Feedback Mode and Balloon Help on and off, and more.

**Changing Your Password**

If you do elect to change your password, be sure that you write your new password down and keep it in a secure place. Passwords cannot be reset once changed; it is advisable to keep the default password.

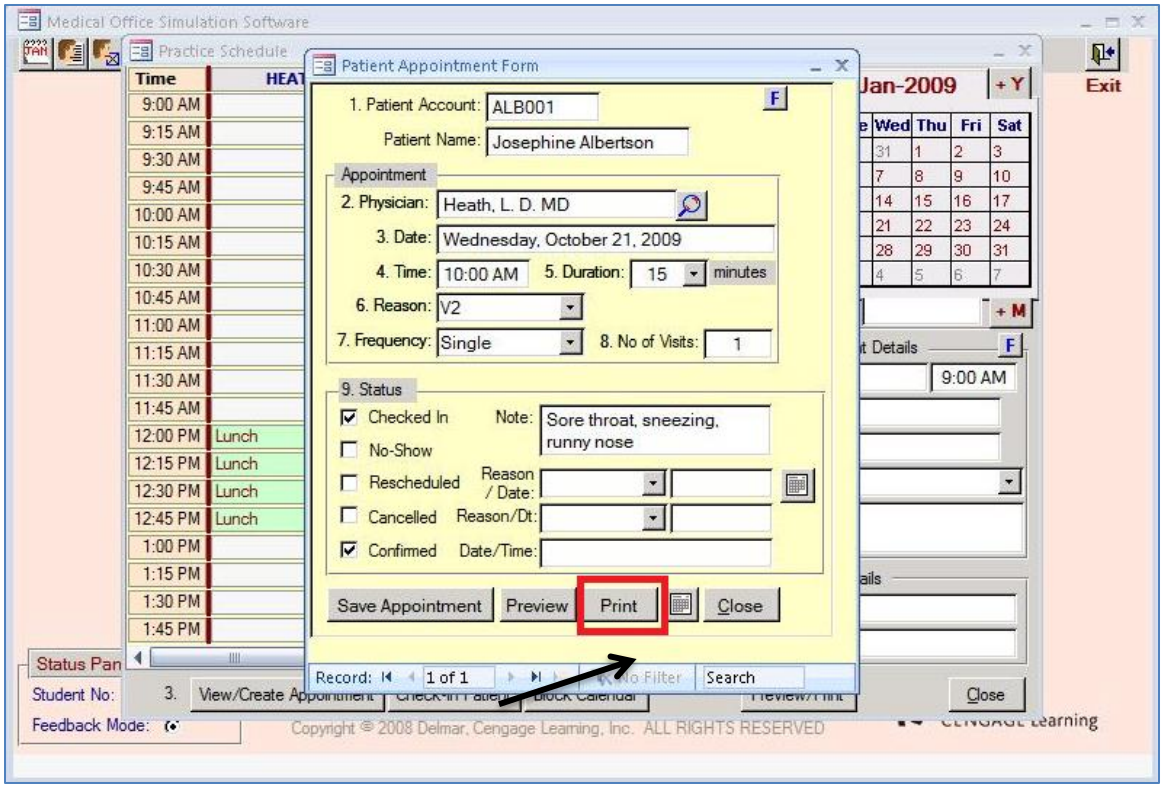
**NOTE**: You are not required to change your password; you can continue to use the default password. If you choose to change your password, it can be done in the File Maintenance area of the program.

- Click File Maintenance from the Main Menu screen.
- Click on the button next to 1. Change Password.
- Enter the current password ("Student1") and then your new password.
- Click Change Password when you are finished.

**Printing to a Printer**

Some elements of the MOSS application will require you to print. To do this, you will use the Microsoft XPS Document Writer. Click print from any menu in MOSS and you will see the xps document writer. This will allow you to save printed documents in your drop box folder. See the screenshot below. To access your printed files, open the folder where you saved them. The default location is the "My Documents" Folder. Click Start in the bottom left corner, then on My Documents to see your files.

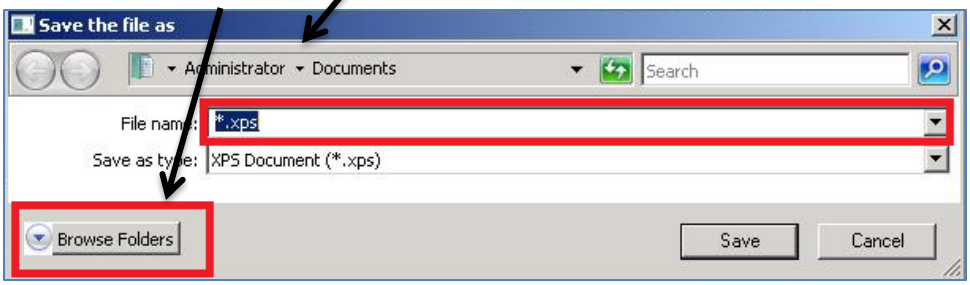
- Click Print




- You will be prompted with the - Save the file as

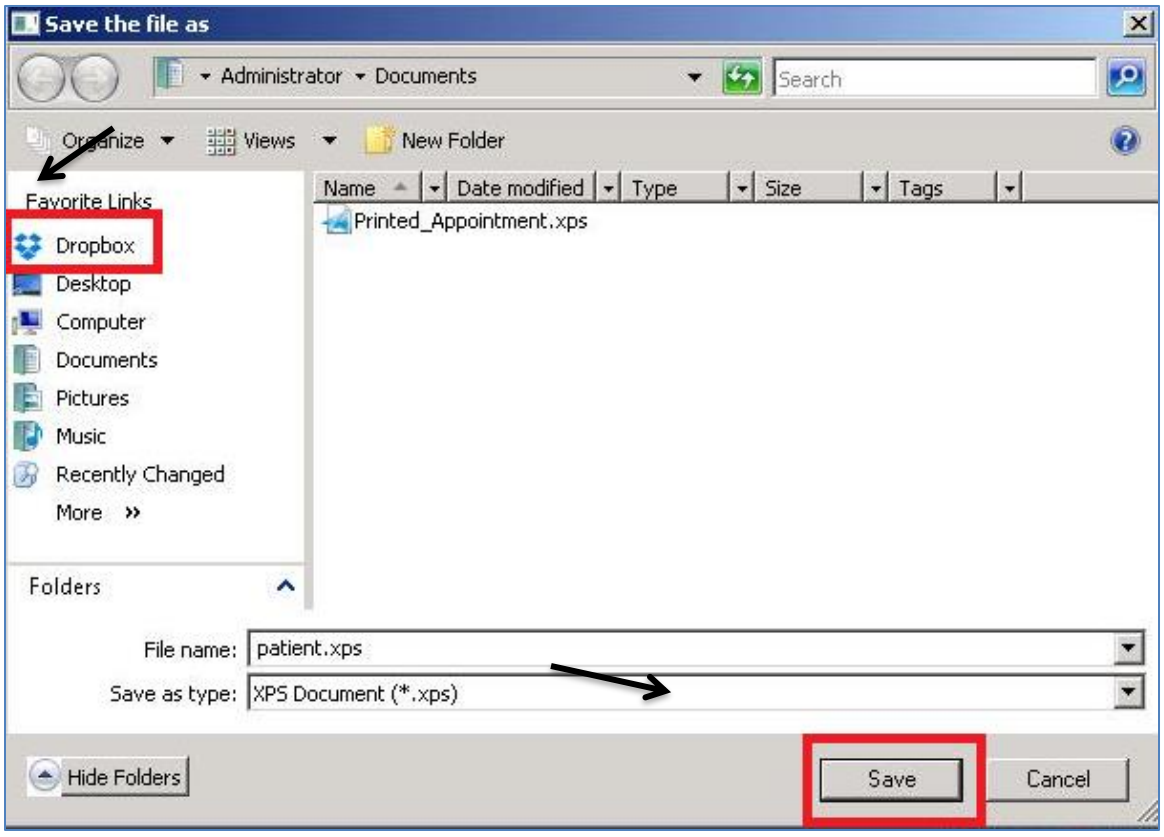
  — You will name the file – for example - patient. Xps

  — Click on **Browse Folders**



— Select **Dropbox** under Favorite Links.

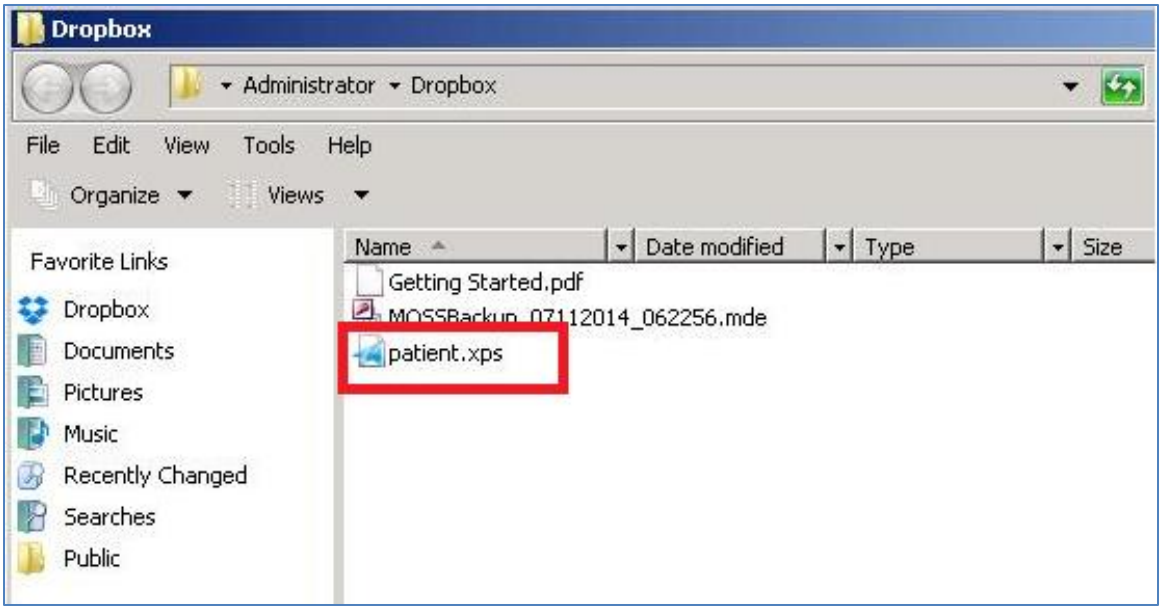
— Click **Save**. Your print file is saved in your Dropbox folder.



- To print your file that you save on dropbox.

  — Double click on the dropbox icon

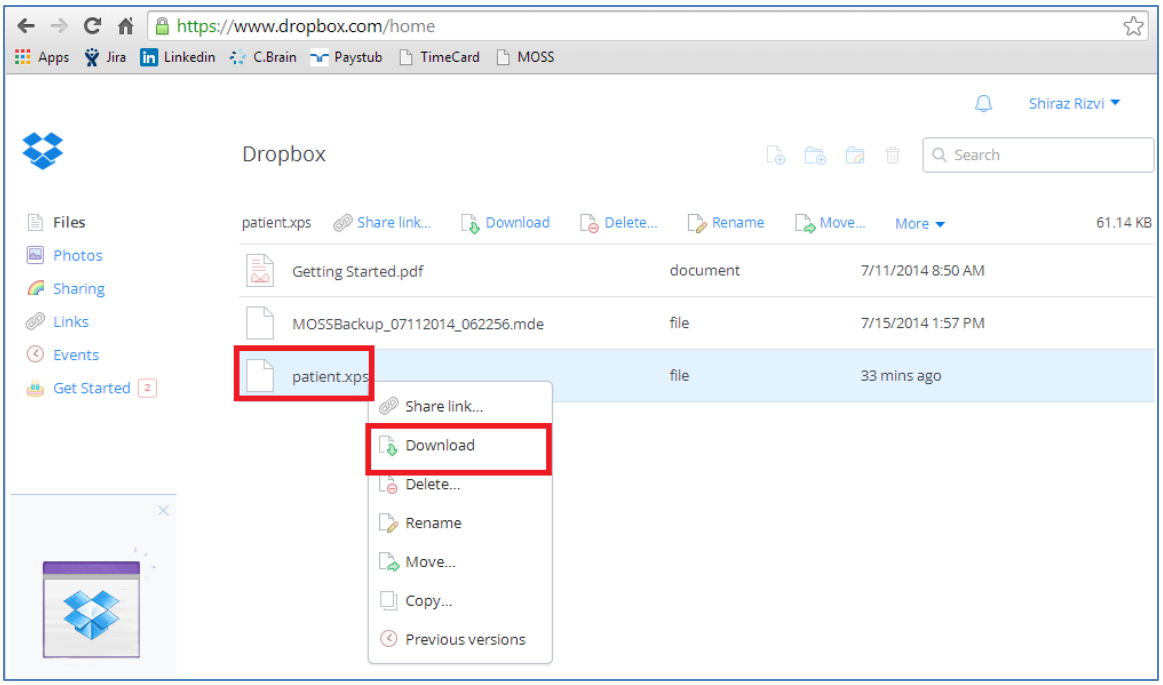
  — Dropbox folder will open where you saved your file. (Patient. Xps). See the screen below.




  — You will be able to print your file(s) from your computer and make sure you are outside of your iLabs. By going to www.dropbox.com and sign in with your user name and password.

  — After you sign in, you can download the file to your computer from Dropbox. Please see screen below.

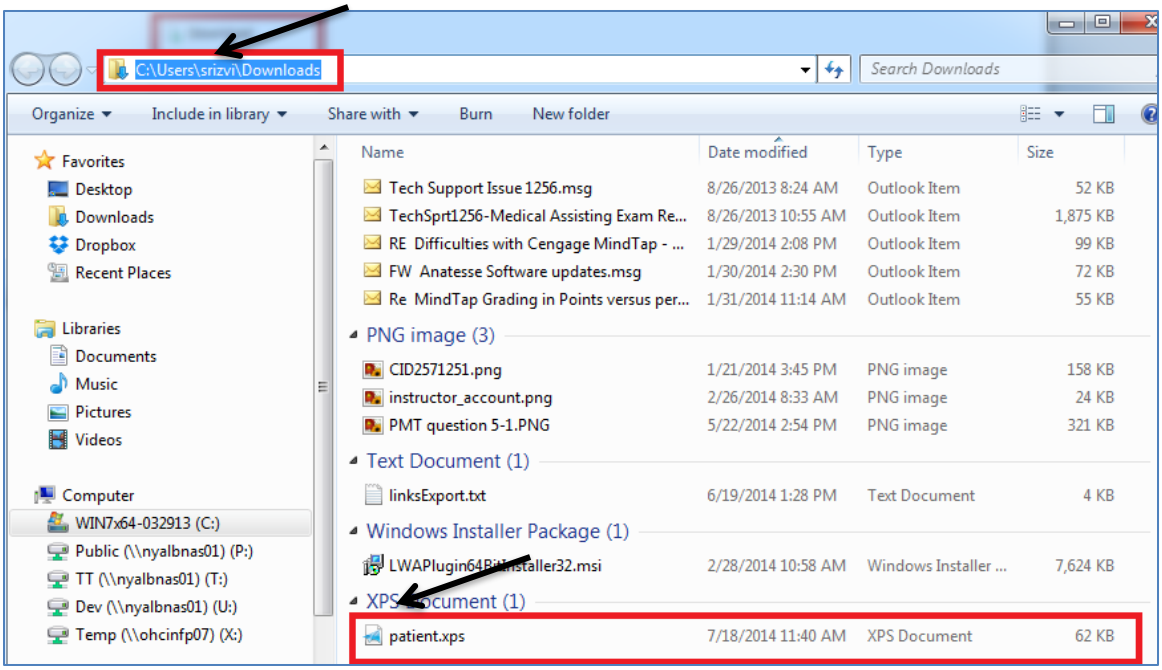
— Right click on the file (patient.xps) and then choose Download from the dropdown menu.




**NOTE**: you are not downloading inside the iLabs environment. You are downloading on to your computer.

— By default, your file will download in the folder called downloads on your computer.

— Right Click on the downloaded file and select print to your printer.


C:\Users\srizvi\Downloads
Search Downloads
Organize
Include in library
Share with
Burn
New folder
Favorites
Desktop
Downloads
Dropbox
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
WIN7x64-032913 (C:)
Public (\\nyalbnas01) (P:)
TT (\\nyalbnas01) (T:)
Dev (\\nyalbnas01) (U:)
Temp (\\ohcinfp07) (X:)
Name
Date modified
Type
Size
Tech Support Issue 1256.msg 8/26/2013 8:24 AM Outlook Item 52 KB
TechSprt1256-Medical Assisting Exam Re... 8/26/2013 10:55 AM Outlook Item 1,875 KB
RE Difficulties with Cengage MindTap - ... 1/29/2014 2:08 PM Outlook Item 99 KB
FW Anatesse Software updates.msg 1/30/2014 2:30 PM Outlook Item 72 KB
Re MindTap Grading in Points versus per... 1/31/2014 11:14 AM Outlook Item 55 KB
PNG image (3)
CID2571251.png 1/21/2014 3:45 PM PNG image 158 KB
instructor_account.png 2/26/2014 8:33 AM PNG image 24 KB
PMT question 5-1.PNG 5/22/2014 2:54 PM PNG image 321 KB
Text Document (1)
linksExport.txt 6/19/2014 1:28 PM Text Document 4 KB
Windows Installer Package (1)
LWAPlugin64Bit...staller32.msi 2/28/2014 10:58 AM Windows Installer ... 7,624 KB
XPS Document (1)
patient.xps 7/18/2014 11:40 AM XPS Document 62 KB

## Creating Backup Files

Backing up your MOSS database is just like saving a document or other file on your computer. Creating a backup file allows you to save all of the work you've completed up until that point. You may create a backup file of the work you've completed in the program at any time.

Backup files are very useful; for example, if you realize you have made a mistake and cannot correct it, you could restore a previous backup file and start the exercise over again.

We recommend creating a backup file frequently; minimally, at the end of each Unit or Job.

In the iLab environment you will use DropBox to save your back up files. For instructions on using the DropBox please see the document "Using DropBox with iLabs Moss".

## New/Changed Functionality in MOSS 2.0 and Best Practices

This section discusses new and changed functionality in MOSS 2.0; additionally, it points out some common usage errors and highlights best practices to avoid them.

### Creating Back up and Restore Files

This functionality has been improved to make it easier to create and save back up files. See the document "Using DropBox with iLabs Moss" for instructions .

**Claims Tracking**

Claims Tracking is a new module to version 2.0 that simulates receiving an electronic EOB or Provider Payment Advice (PPA) report from an insurance carrier. The PPA populates based on each payer's fee schedule entered in MOSS. (You can find the fee schedules by going into File Maintenance > Lists > 1. Insurance Centers. Find the appropriate insurance carrier and then click on the Tab for "Fee Schedule.") Follow these steps to generate a PPA:

- From the Main Menu, click on the button for Claims Tracking.
- You can choose one specific payer, or all payers.
- Then, enter a start date and end date. Best practice: Be sure the dates are formatted as: XX/XX/20XX.
- MOSS will look for all claims billed during the start date and end date that you indicated, and generate a Provider Payment Advice (PPA).
- You can click the Print icon to send the PPA to your local printer.

**Rescheduling**

The steps for rescheduling an appointment are slightly changed from version 1.0. Here are the steps:

- Find an already created appointment and open up the Patient Appointment Form (as you would normally, either using the Search function or double-clicking on the calendar entry).
- On the Patient Appointment Form, check the box next to "Rescheduled" then select "Needs Different Date" from the drop-down menu to the left. (So far, this is the same as in 1.0. The next step is where things differ.)
- Now, click on the calendar icon in this same row, on the left of the row. A new calendar will appear. Note that this calendar is called Practice Reschedule.
- On the Practice Reschedule calendar, navigate to the new date you would like to select.
- Double click in the new time slot on the new date. (When you do this, it will appear that nothing has seemingly happened.)
- Click the Close button on the lower right side of the calendar.
- Now you are back on the original Patient Appointment Form. Note that the new appointment date appears in the rescheduling row. Click Save Appointment. At this point, the new date is populated in the blank field on the reschedule row, and the new appointment is posted on the calendar.

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MOSS 2.0 does not allow corrections to posted payments, in order to accurately generate patient ledger reporting. It is recommended that students create backup files prior to starting the payment posting section, as well as throughout this section. If a mistake is discovered, the student can restore a recent backup file and restart the exercise.

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When a patient billing statement is generated, the deductibles column appears to be "rounding up" any amount that should be in dollars and cents. It only does this in the Deductibles column; the Current Balance column shows the correct, exact amount.

**Secondary Insurance Billing:**

During secondary insurance billing, MOSS takes the remainder amount of a claim (after primary insurance has paid the claim), and generates a new claim, billing the remainder amount only. For instance, if the claim is for $65 and primary insurance pays $24.83, MOSS creates a secondary insurance claim for $40.17.

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MOSS 2.0 automatically populates the patient's doctor on the procedure posting screen—be sure that this is not changed. Procedures need to be posted for patients using the same doctor as listed in the patient's registration screen. Otherwise, procedure postings do not appear in the patient's ledger.

**Search functionality:**

The patient last name search functionality has been improved. In MOSS 1.0, the search functionality searched within an entire name for matches; in 2.0, the search looks at the first letters of the last name.

# Appendix

### Dropbox FAQs

The Dropbox sign in window opens up automatically when you login. You can create a new account or login to an existing account you may already have previously.

## What is drop box?

Is a tool that helps you store files whatever they are and access them any time wherever you are.

## How Does It Work?

Dropbox creates a special folder on all your devices. Any time you need to save a file, drag it into the folder and at a blink of an eye it will appear in the same folders on all the other devices, be it laptops, PCs, mobile phones or iPads. The tool works perfectly well with all the existing platforms: Microsoft Windows, Mac OS, Linux, Android OS, iOS, BlackBerry.

## What Is Dropbox Functionality?

- Storing files of any type. Dropbox can store video, audio, clip-art, documents, photos and what not.
- Syncing stored files across all your devices. Dropbox synchronizes any file you edit with all your devices.
- Sharing files with others. Send a link to any of your files or share a whole folder with other users.

**Backup Up to Dropbox**

Step by step Instructions on how to sign in to your Dropbox

- Login with your username and password.

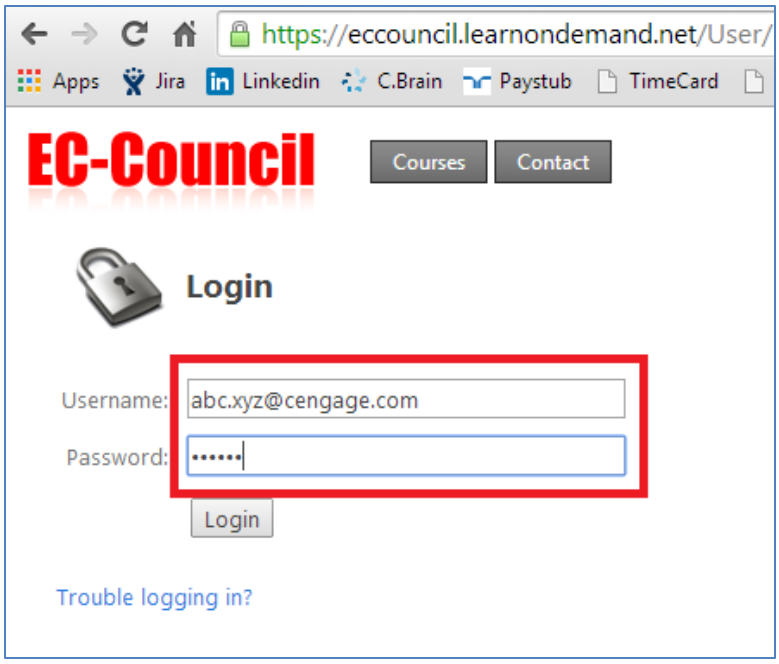



Figure 1 - Login screen

After login you will choose the course called **Medical Office Simulation Software** (MOSS) and launch the lab. Please notice there is a **Drop Box** shortcut on your desktop if you need to access later. To use the drop box double-click on the icon. It is used to save documents for printing later, backing up the MOSS database and other files needed throughout the course.

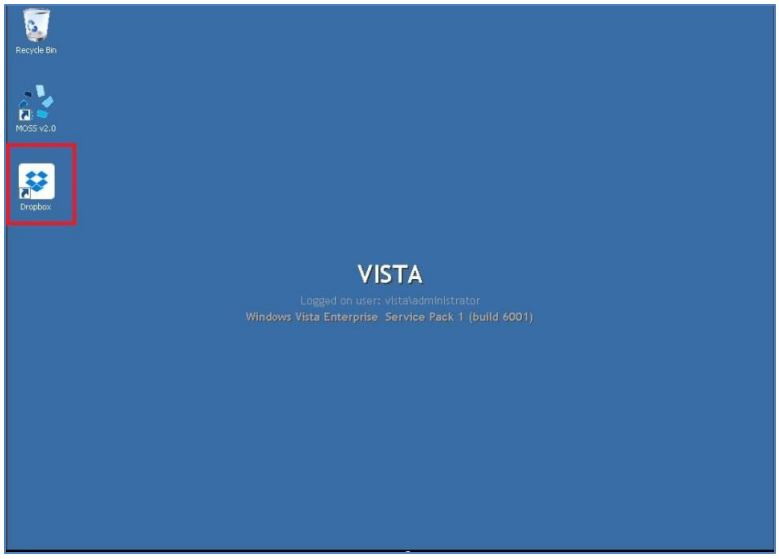
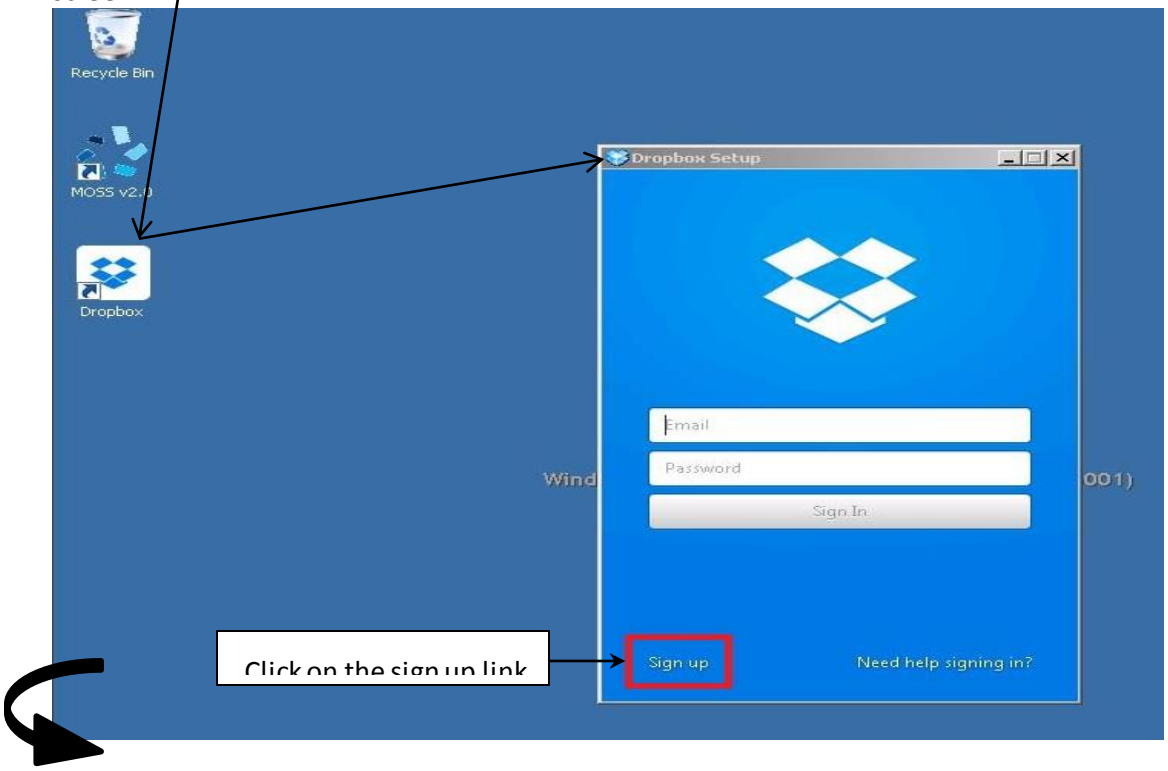


Figure 2 – Drop Box

- Double click on **Drop Box** icon as shown in the picture below and you will see the Dropbox setup screen.



- It will take you to the sign up screen as shown in the picture below. After filling out the information click on the button **Sign up**

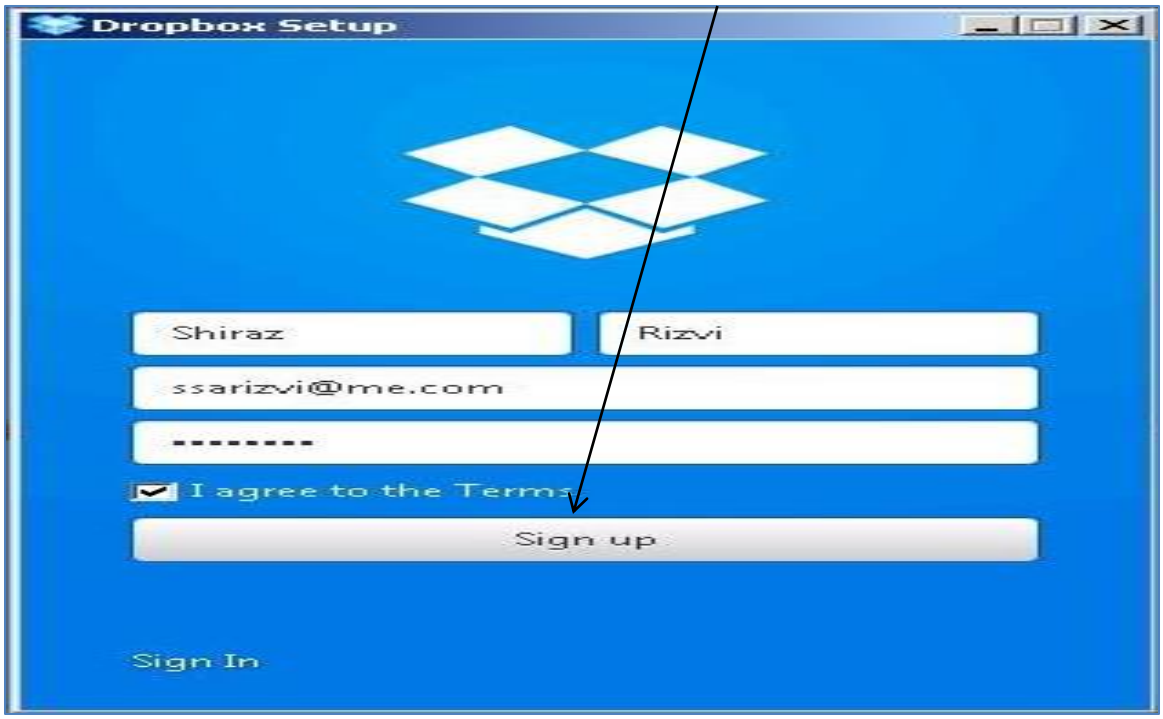



Figure 3 – signup

- Screen below will show you that drop box was successfully installed.

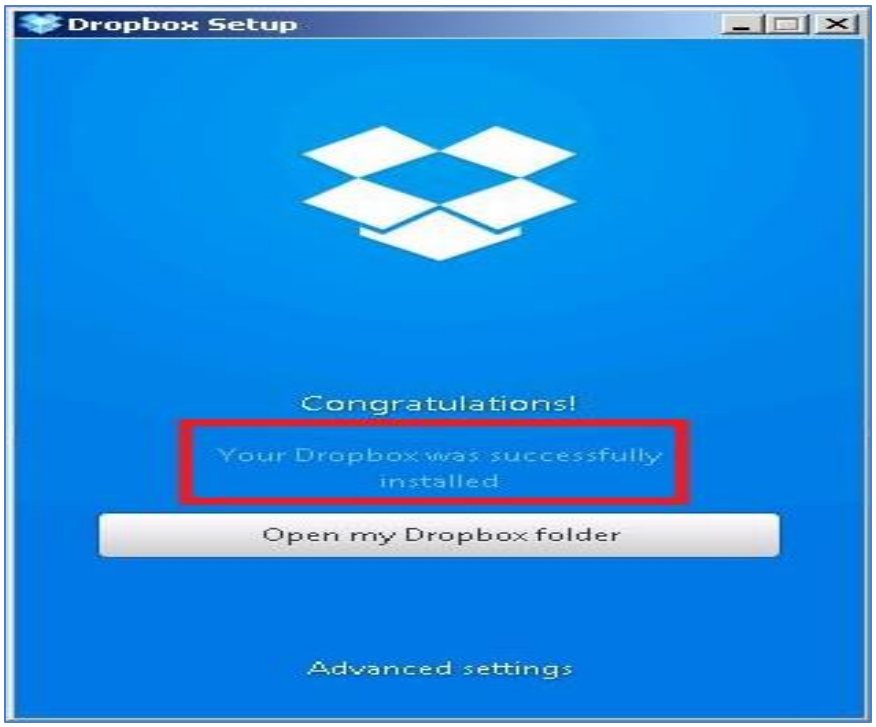



Figure 4 - setup complete

## Backing up your work to Dropbox.

Following these steps below

- Click on the icon

and log on with your Name and Password and click on **OK**

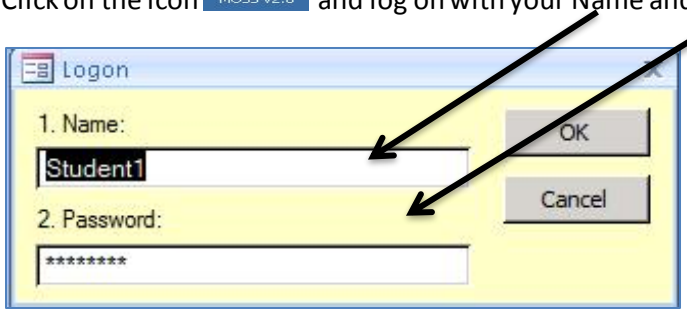



Figure 5 – Moss Logon

- You will see the Medical Office Simulation Software screen. Click **File Maintenance**.

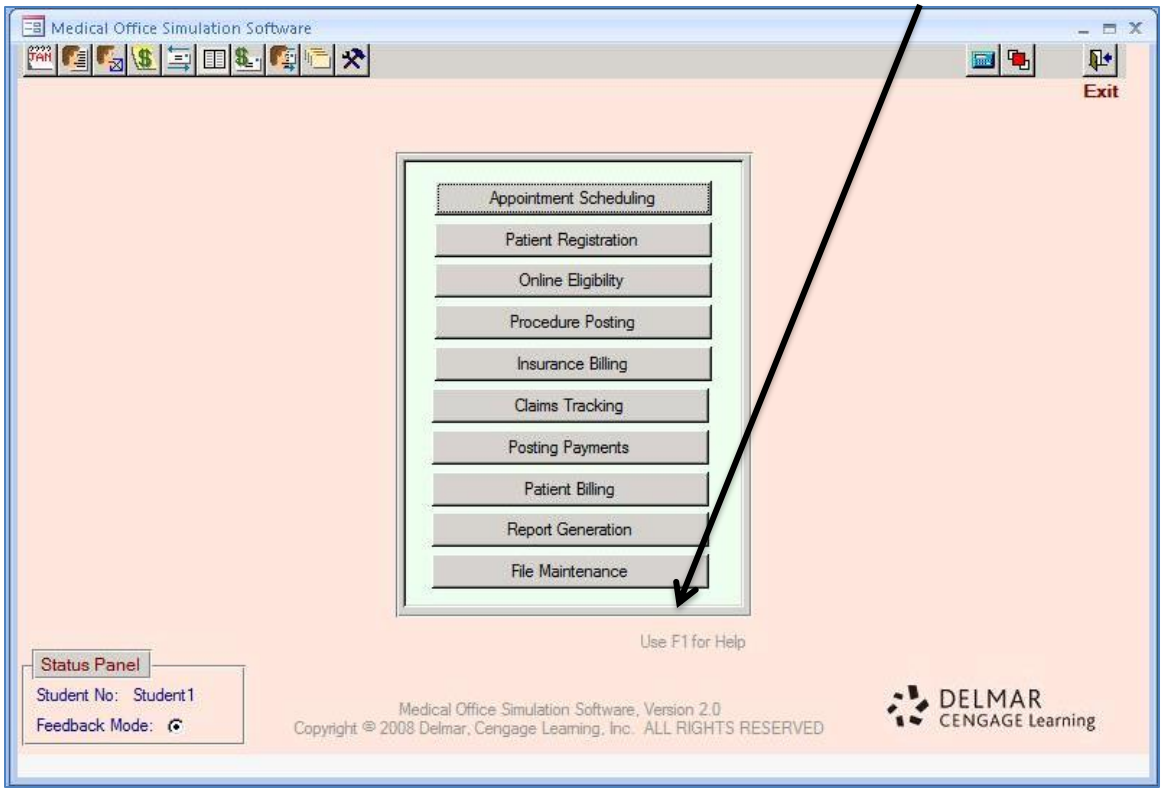



Figure 6 – MOSS

- *File Maintenance Screen* displays. Click **Backup Database**.

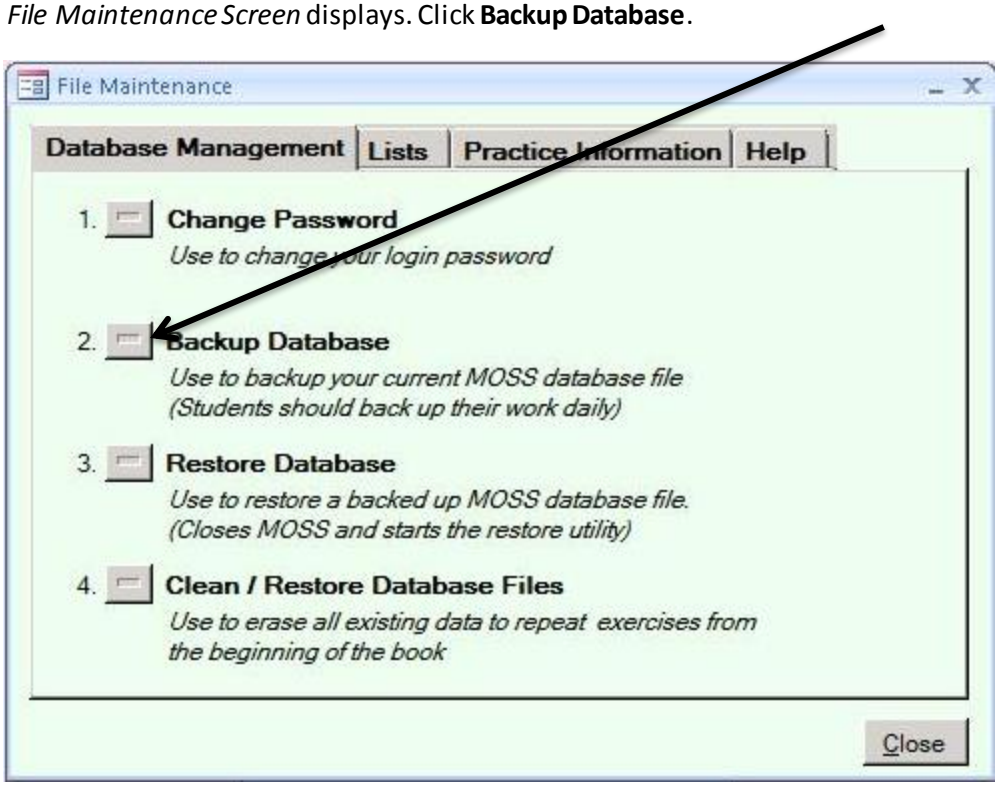

File Maintenance
Database Management
Lists
Practice Information
Help
1. Change Password
Use to change your login password
2. Backup Database
Use to backup your current MOSS database file
(Students should back up their work daily)
3. Restore Database
Use to restore a backed up MOSS database file.
(Closes MOSS and starts the restore utility)
4. Clean / Restore Database Files
Use to erase all existing data to repeat exercises from
the beginning of the book
Close

Figure 7 – File Maintenance

- It will prompt you with the warning message displays. Click **Yes**.

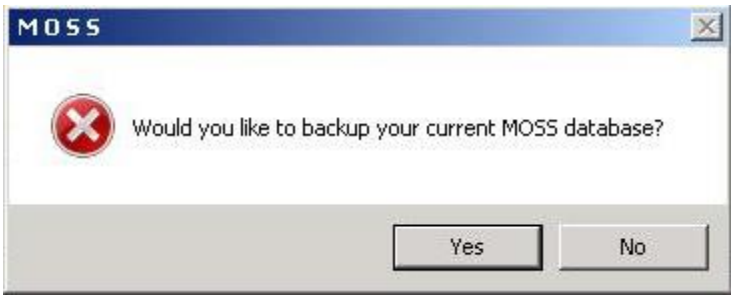



Figure 8 – warning message

- You will see *File Save option* screen. Click **Dropbox** under favorite links. File name is prepopulated. Click **Save**.

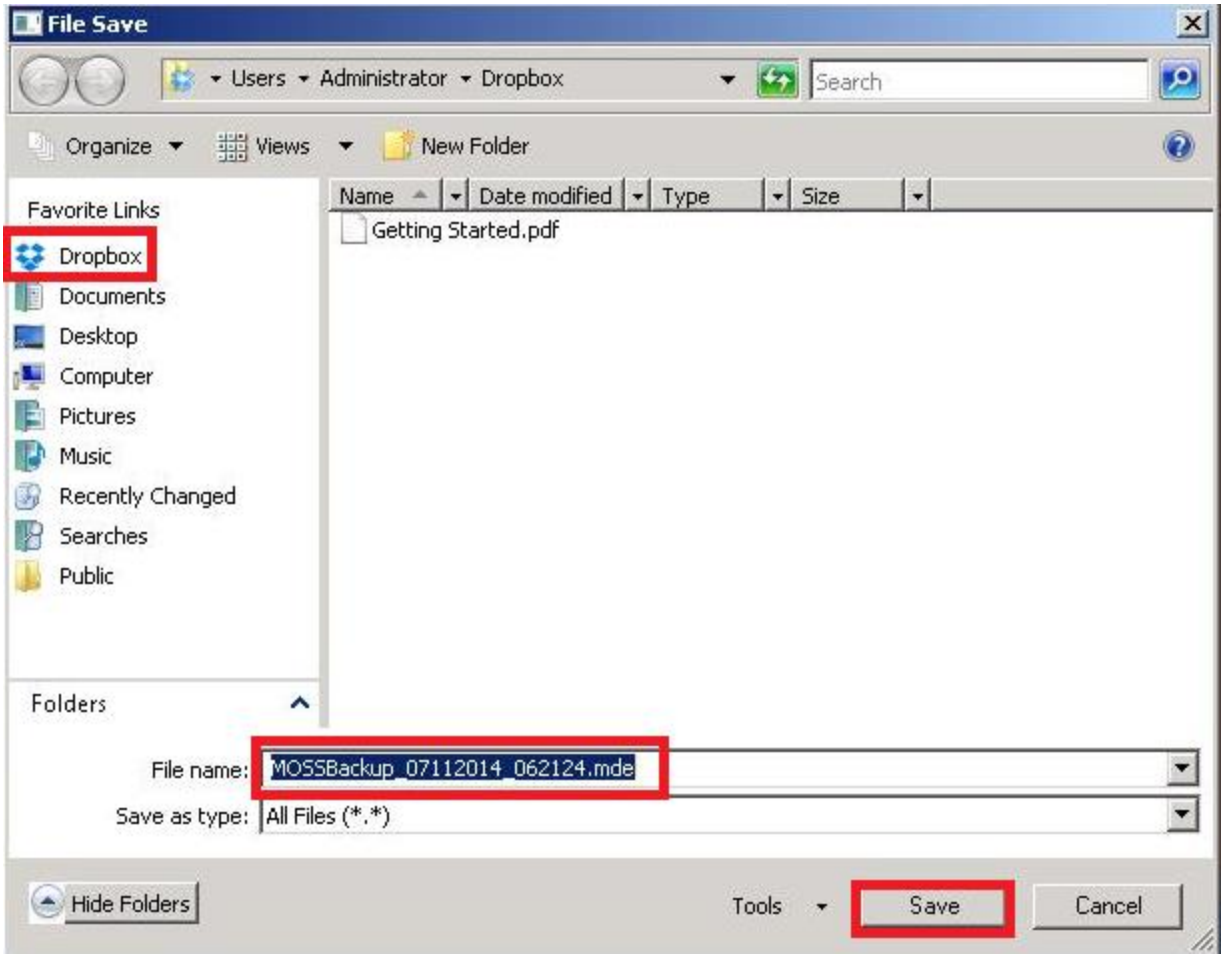



Figure 9 – File Save

- You will see the *Backup completed* message displays. Click **OK.**

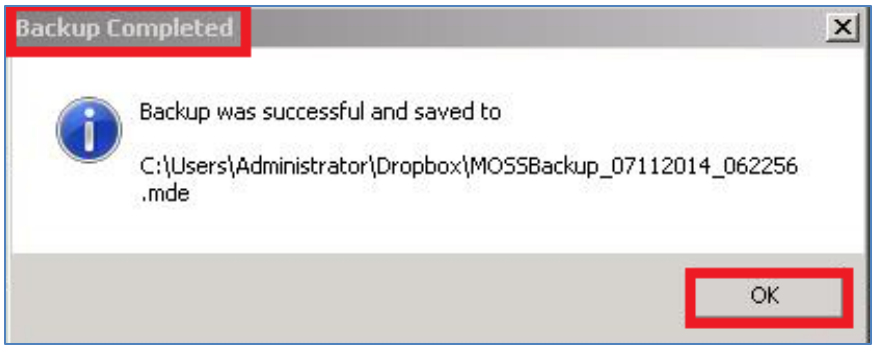
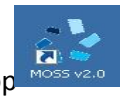



Figure 10 – Backup Completed

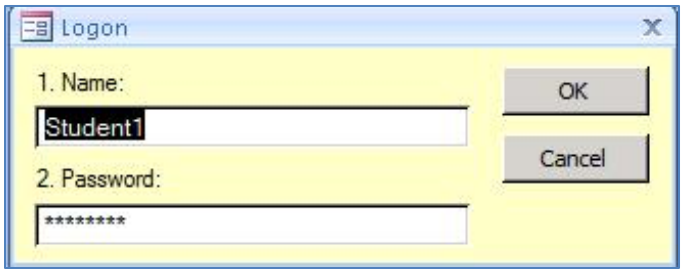
- You have now saved your backup into Dropbox.

**Restoring from Dropbox**

Instructions on How to restore your Database through backup utility

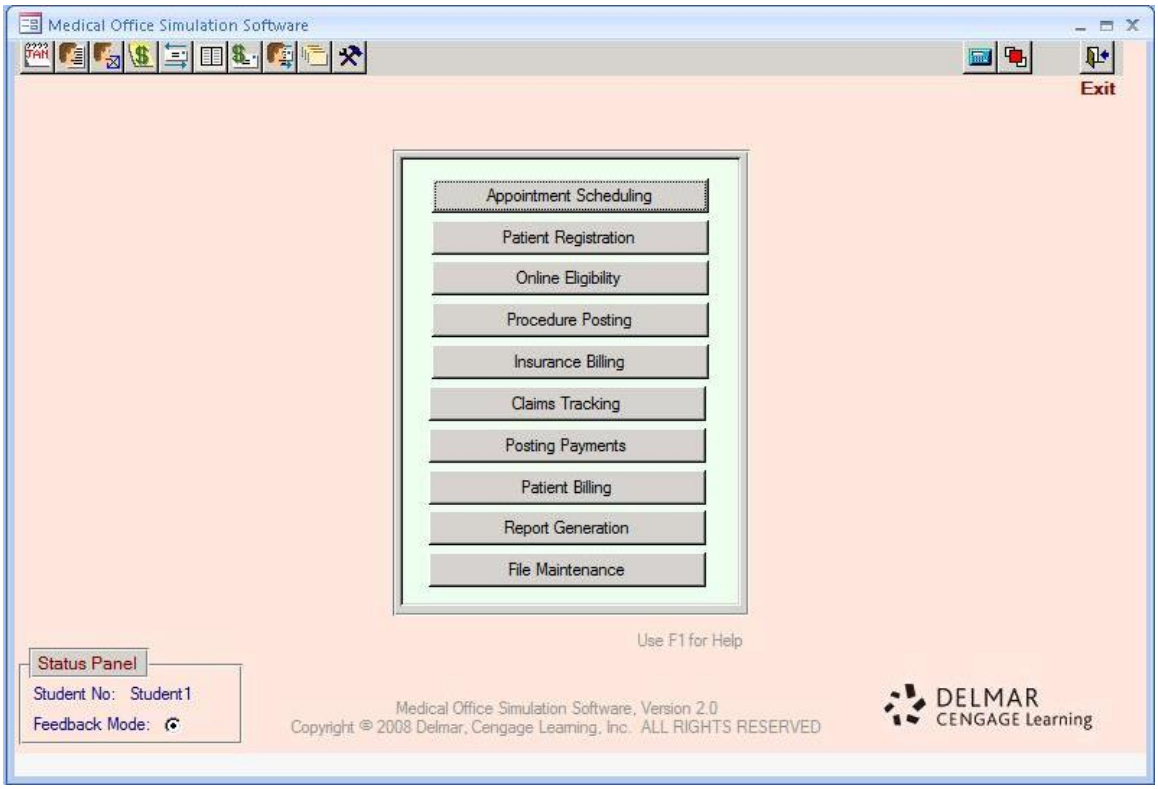
- Click on Moss icon on the desktop 

.
- Login with you Name and Password.

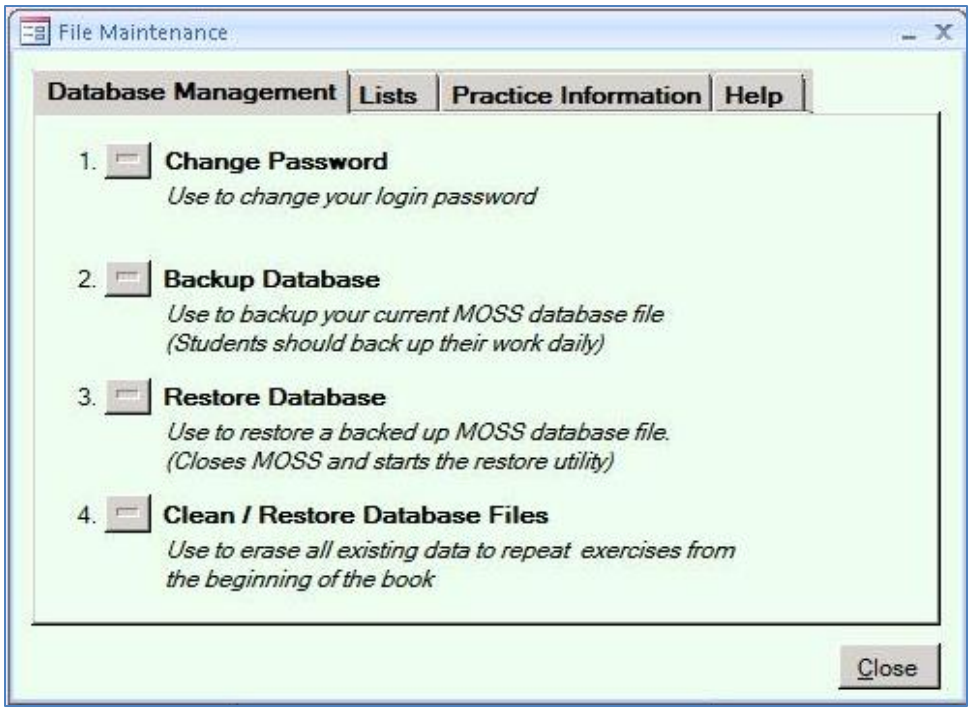



-

- From the *Menu*. Click **File Maintenance**.




- Click **Restore Database**


File Maintenance
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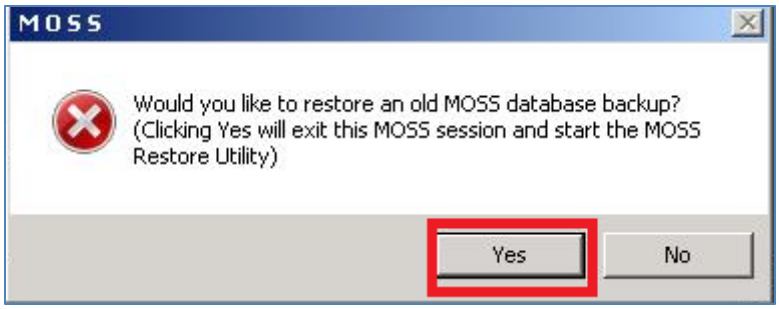
3. Restore Database
Use to restore a backed up MOSS database file.
(Closes MOSS and starts the restore utility)
4. Clean / Restore Database Files
Use to erase all existing data to repeat exercises from the beginning of the book
Close

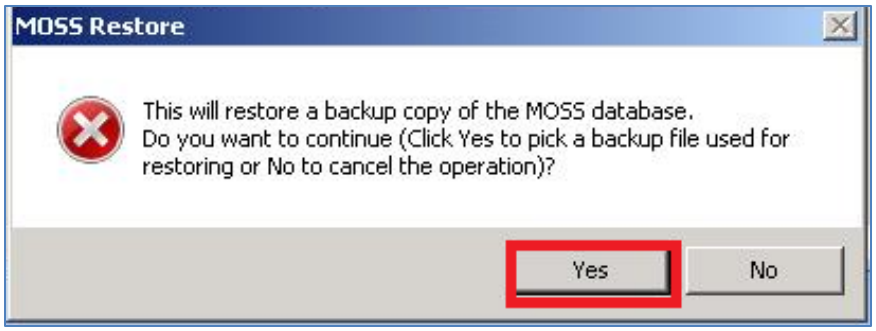
- You will be prompted with the pop up message. Click Yes


MOSS
Would you like to restore an old MOSS database backup?
(Clicking Yes will exit this MOSS session and start the MOSS Restore Utility)
Yes
No

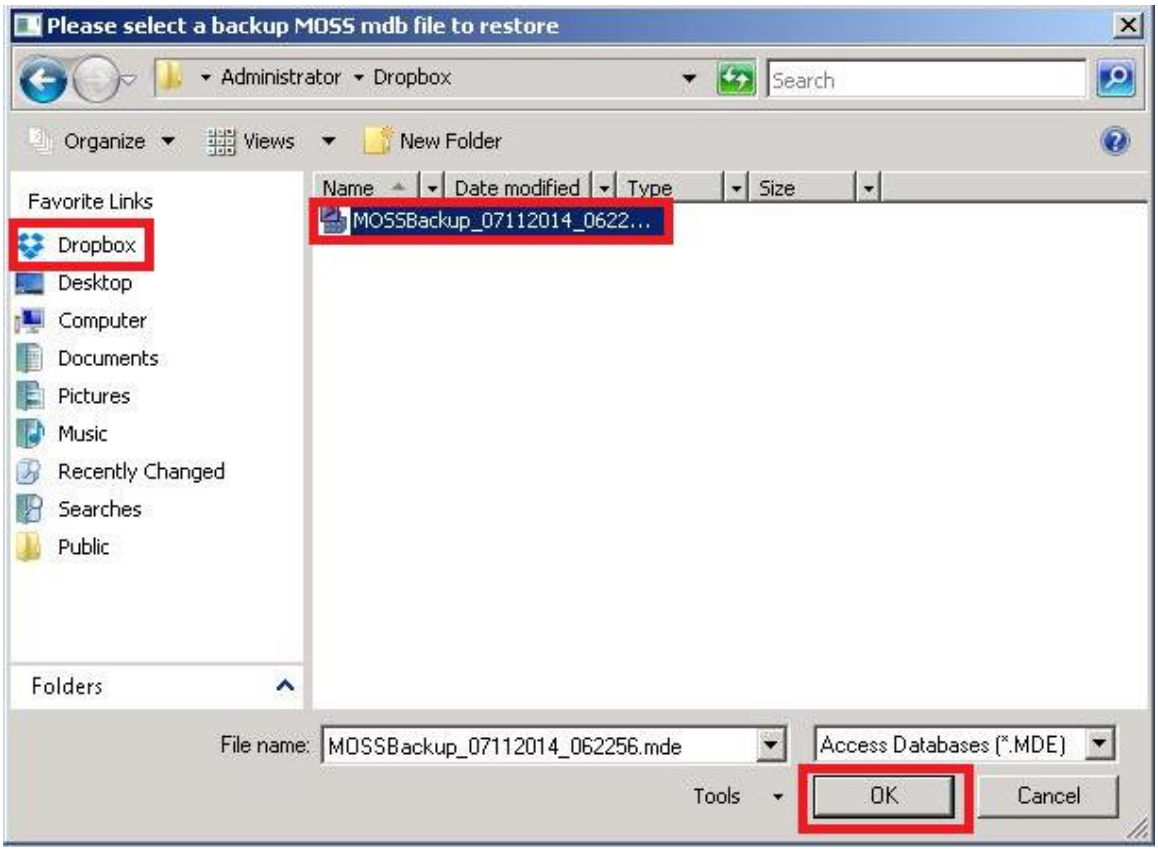
- You will see another pop up box called *MOSSRestore.* Click **Restore MOSS from Backup.**

MOSSRestore
WARNING:
The database restore is an "irreversible" process. It is recommended that you make a backup copy of the current database before restoring from an older version!
Restore MOSS From Backup
Return To MOSS

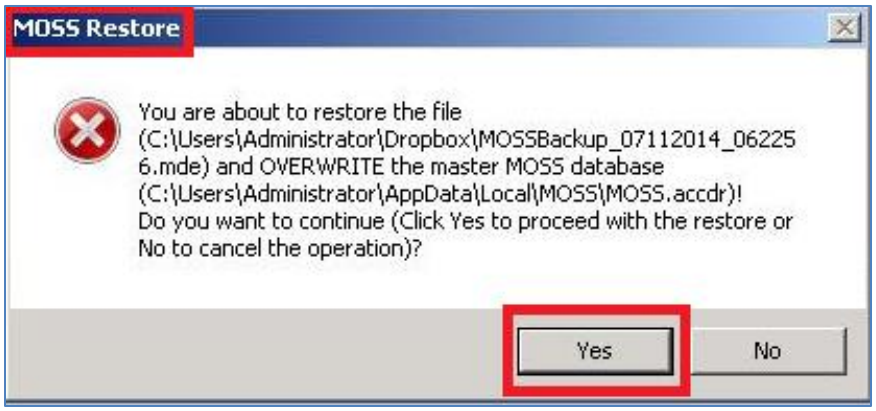
- Warning Message – *MOSS Restore*. Click **Yes.**


MOSS Restore
This will restore a backup copy of the MOSS database.
Do you want to continue (Click Yes to pick a backup file used for restoring or No to cancel the operation)?
Yes
No

- The window displays where you can select a backup MOSS mdb file to restore. Click **Dropbox** under the *Favorite Links.* After selecting Dropbox, you will notice the backup file displays. Select the file saved as a backup. Click **OK**.




- *Moss Restore* displays. Click **Yes.**


MOSS Restore
You are about to restore the file (C:\Users\Administrator\Dropbox\MOSSBackup_07112014_062256.mde) and OVERWRITE the master MOSS database (C:\Users\Administrator\AppData\Local\MOSS\MOSS.accdr)!
Do you want to continue (Click Yes to proceed with the restore or No to cancel the operation)?
Yes
No

**NOTE**: There is no confirmation pop up but your data has been restored.

- You have now restored your MOSS lab.

# Frequently Asked Questions

**What products can I use MOSS 2.0 with?**

Use MOSS 2.0 Single User Version with:

- Correa/Getting Started in the Computerized Medical Office: Fundamentals and Practice, Second Edition
- Timme, Atkinson/Medical Office Practice, Eighth Edition
- Mosay/Capstone Simulation for Coding
- Lindh et al/Comprehensive Medical Assisting: Administrative and Clinical Competencies, Fourth Edition
- Fordney et al/Workbook to accompany Administrative Medical Assisting, Fifth Edition
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Use MOSS 2.0 Network Version with:

- Correa/Getting Started in the Computerized Medical Office: Fundamentals and Practice, Second Edition
- Timme, Atkinson/Medical Office Practice, Eighth Edition
- Mosay/Capstone Simulation for Coding

**We have previously adopted the MOSS 1.0 Network Version. Can we continue to use it with the new edition of Correa?**

This is not possible. One of the main reasons is that MOSS 2.0 has updated programming and database entries, including updated dates, fee schedules, and seed data. The new edition of Correa (as well as the other books available with MOSS 2.0) utilize these new dates, fees, etc in activities and screen shots.

**Is there a network version available with MOSS 2.0?**

Yes; Medical Office Simulation Software (MOSS) 2.0 Network Version, ISBN 1-4354-3848-5, is a separate purchase. The Instructor's Console has been completed redesigned for more intuitive navigation and to support more concurrent users.

**What's the difference between the Single User Version and the Network Version?**

The "user" experience of the MOSS program is the same in both versions; that is, once the user logs into the program, he or she sees the same Main Menu screen, and the user functionality is the same in both versions.

The main difference is that the Network Version includes an Instructor's Console, which provides course management functions. When launching the Network Version, the user will immediately see additional log in options (for students, instructors, administrators, and superadministrators) that are not available in the Single User Version. Logging in as a "Student" will take the user directly to the program. Logging in as Instructors, Administrators, or Superadministrators will take the user to the Instructor's Console. In the Instructor's Console, you can set up different classes, track student usage of the program, and get reporting on correct and incorrect student entries. See the "How to Use MOSS Network" on this Support site for detailed user instructions on MOSS 2.0 Network Version.

Additionally, another main difference between the two versions is how they are installed, and where the database is "saved." In the Single User Version, the program is installed on an individual computer, and all data/student work is saved to that computer's hard drive. In the Network Version, the program is installed on the school's server, and all data/student work is saved to the school's server.

**What's New to MOSS 2.0?**

New to the Single User Version:

- Claims Tracking module to simulate receiving electronic remittance advice reports from insurance carriers
- Separate fee schedules for each insurance type
- CMS-1500 claim forms populate based on the insurance type selected
- Several reports added, including prebilling report, monthly report, and individual patient ledger report
- Increased "simulation time" within program, with a 2008-2013 appointment date range
- See the "New/Changed Functionality" section below for specific functionality updates

New to the Network Version:

- Completely redesigned and streamlined Instructor's Console for more intuitive usability
- Established security levels for students, instructors, administrators, and superadministrator
- Rebuilt infrastructure to accommodate more concurrent users
- New Comparison Student Data Report and improved Student Usage Report
- Ability to support multiple books and products across the curriculum

**Are there any changes to the way MOSS 2.0 functions, compared to MOSS 1.0?**

On the whole, MOSS 2.0 functions very similar to MOSS 1.0, and users of 1.0 should find it to be a similar experience in terms of interface and functionality. There have been a few functionality changes to enhance the user experience. This section discusses new and changed functionality in MOSS 2.0; additionally, it points out some common usage errors and highlights best practices to avoid them:

**Creating Back up and Restore Files:**

This functionality has been improved to make it easier to create and save back up files. See the above sections on Creating Back up Files and Restoring Back up Files for detailed step-by-step procedures. This functionality is only available to Student Users when working in the Single User Version (this is the same as in MOSS 1.0); in the Network Version, the network administrator has an option to create back up and restore files of the entire network database.

**Claims Tracking:**

Claims Tracking is a new module to version 2.0 that simulates receiving an electronic EOB or Provider Payment Advice (PPA) report from an insurance carrier. The PPA populates based on each payer's fee schedule entered in MOSS. (You can find the fee schedules by going into File Maintenance > Lists > 1. Insurance Centers. Find the appropriate insurance carrier and then click on the Tab for "Fee Schedule.") Follow these steps to generate a PPA:

- From the *Main Menu*, click **Claims Tracking.**
- You can choose one specific payer, or all payers.
- Then, enter a start date and end date.

  Best practice: Be sure the dates are formatted as: XX/XX/20XX.
- MOSS will look for all claims billed during the start date and end date that you indicated, and generate a Provider Payment Advice (PPA).
- Click the **Prin**t icon to send the PPA to your local printer.

**Rescheduling:**

The steps for rescheduling an appointment are slightly changed from version 1.0. Here are the steps:

- Find an already created appointment and open up the Patient Appointment Form (as you would normally, either using the Search function or double-clicking on the calendar entry).
- On the Patient Appointment Form, check the box next to "Rescheduled" then select "Needs Different Date" from the drop-down menu to the left. (So far, this is the same as in 1.0. The next step is where things differ.)
- Now, click on the calendar icon in this same row, on the left of the row. A new calendar will appear. Note that this calendar is called Practice Reschedule.
- On the Practice Reschedule calendar, navigate to the new date you would like to select.
- Double click in the new time slot on the new date. (When you do this, it will appear that nothing has seemingly happened.)
- Click the Close button on the lower right side of the calendar.
- Now you are back on the original Patient Appointment Form. Note that the new appointment date appears in the rescheduling row. Click Save Appointment. At this point, the new date is populated in the blank field on the reschedule row, and the new appointment is posted on the calendar.

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**Search functionality:**

The patient last name search functionality has been improved. In MOSS 1.0, the search functionality searched within an entire name for matches; in 2.0, the search looks at the first letters of the last name.

**Can I purchase MOSS 2.0 single user version separately?**

No. MOSS 2.0 single user version is designed to be used for specific practice activities in the following books:

- Correa/Getting Started in the Computerized Medical Office: Fundamentals and Practice, Second Edition
- Timme, Atkinson/Medical Office Practice, Eighth Edition
- Mosay/Capstone Simulation for Coding
- Lindh et al/Comprehensive Medical Assisting: Administrative and Clinical Competencies, Fourth Edition
- Fordney et al/Workbook to accompany Administrative Medical Assisting, Fifth Edition
- Green, Rowell/Workbook to accompany Understanding Health Insurance, Tenth Edition

MOSS 2.0 Network Version is a separate purchase and is designed to be used with:

- Correa/Getting Started in the Computerized Medical Office: Fundamentals and Practice, Second Edition
- Timme, Atkinson/Medical Office Practice, Eighth Edition
- Mosay/Capstone Simulation for Coding

**We want our students to complete the MOSS procedures and exercises in our computer lab as well as at home. Can students work on MOSS in a computer lab? Can students work at home?**

This can be accomplished by using the single-user version of MOSS 2.0, but following these specific instructions:

- MOSS needs to be installed on each computer in the lab.
- Each time the student uses MOSS, the student needs to create a Backup File when he or she leaves that computer. The Backup utility is found in the File Maintenance section of the program.
- That Backup File should be saved onto a flash drive or other portable media.
- The next time the student is ready to use MOSS, the student should insert the flash drive and use the Restore utility in the File Maintenance section of the program. The student should restore the Backup File that was created.
- So, at the end of each session, the student will create a Backup File saving all work accomplished, and at the beginning of each session, the student will restore the most recent Backup File to continue at the spot where he or she left off.

Students can work at home, provided they have installed MOSS onto their home computer. Then, they would follow the same instructions for creating and restoring Backup Files as described above.

**If we have adopted MOSS Network Version, can students also do their activities/work at home?**

The network version of MOSS is not portable between school computers and home computers. Students must do their work on a computer that is part of the school computer network, which has MOSS Network installed. Students may certainly use the single-user version CD on their home computer for additional practice.

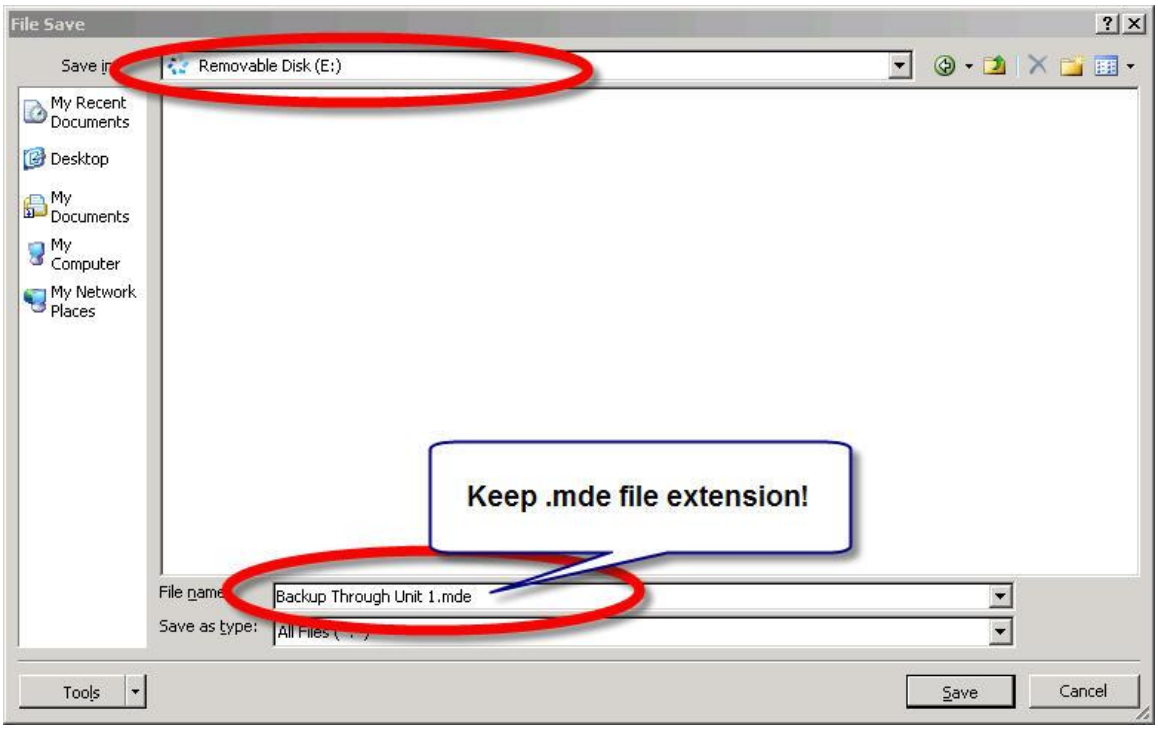
**How do I create a backup file in MOSS Single User Version?**

Please note, these instructions are for the single user version only. In the network version, the network administrator follows a different routine to back up the network database. Instructions are found in the "How to Use MOSS Network Version" file on this Support website.

- Click **File Maintenance**. Click **Backup Database**.

- Click **Yes**.

- Now, select a location to save your backup file. We recommend that you save the database on a flash drive (in most computers, this is your E:/ or F:/ computer drive). When saving your file, you may also choose to rename the file. You may rename the file to anything you choose, however, you must keep the file extension (.mde) in the file name.

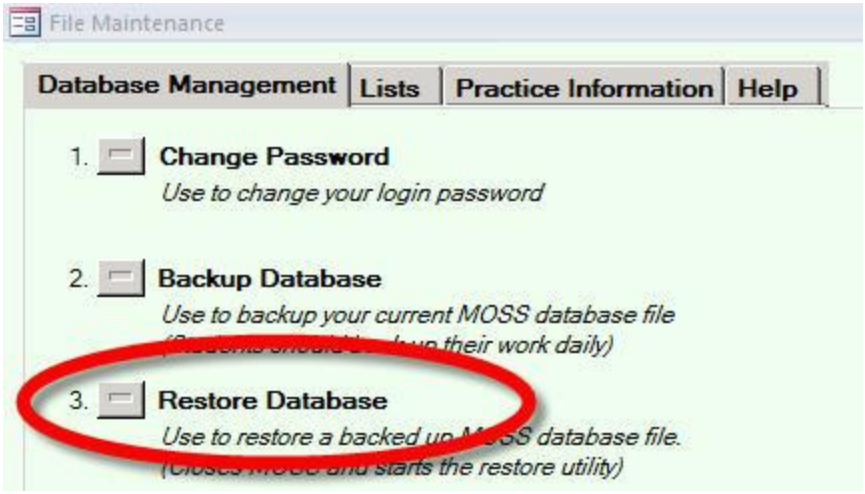


- Click Save when you are finished. You will receive a prompt telling you that your file was completed successfully. Click OK.

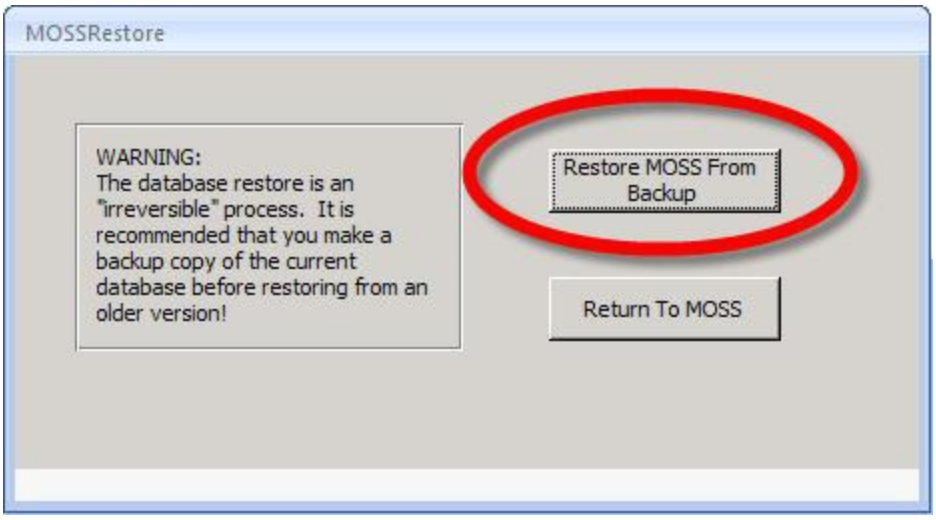
**How do I restore my backup file? (MOSS Single User only)**

- Click **File Maintenance**
- Click **Restore Database.**

  **NOTE**: Restoring a back up file is an irreversible process.




- Click **Yes**
- Click **Restore MOSS from Database**


MOSSRestore
WARNING:
The database restore is an "irreversible" process. It is recommended that you make a backup copy of the current database before restoring from an older version!
Restore MOSS From Backup
Return To MOSS

- Click **Yes**

**We are thinking about purchasing the Network Version and need to know how students will save their work. What file/save options are there?**

In the Network Version, the program is installed on the school's server, and all data/student work is saved to the school's server. Students do not individually "save" work; the work is automatically saved within the program on the school's server. Network administrators have an option to back up the Network Version database on the server, and can also restore a previously saved back up database.

**Is MOSS 2.0 compatible with Office 2010?**

Yes.

**Is the Network Version compatible with a Citrix server?**

The Network Version has been tested in Citrix version 4.0 (with the Citrix ICA Client version 9.230.50211.0) and is compatible with this environment. Directions for installing MOSS 2.0 Network Version on a Citrix server are found at the end of the Network Version ReadMe (Installation Instructions), either on the MOSS Support Center Website (Installation tab) or on the CD-ROM.

## Document Revision History

| Date | Document Version | Description | Author/Editor |
|---|---|---|---|
| 10/27/2014 | .1 | Initial Draft | Courtney Cozzy |
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